



A Guide to Apprenticeships



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

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Introduction

Thank you for choosing to learn with **Coventry & Warwickshire Chamber Training**. As part of your introduction to training, this booklet will give you information and advice in support of your learning programme.

What are Apprenticeships?

Apprenticeships are jobs with training. They are available for individuals aged 16 and above, are employed and meet the eligibility criteria.

Apprenticeships are based upon learning on and off the job, building skills and knowledge relating to a particular role. They bring together a number of elements – on and off the job training, skills, knowledge and behaviours relating to a chosen job role and maths and English skills development as well as an end point assessment which is the point at which you will achieve your Apprenticeship.

As an Apprentice, you are employed by your company. Apprenticeships (level 2) usually last for approximately 12-18 months. Advanced Apprenticeships (level 3) for approximately 18 months and Higher Apprenticeships (level 4) also take 18-24 months to complete. During this time a **Coventry & Warwickshire Chamber Training**, Training Advisor will work with you to ensure you progress and achieve the skills and knowledge to successfully achieve your Apprenticeship.

Overall, Apprenticeships encompass:

- Skills, knowledge and behaviours relating to a particular job role
- Functional Skills in English and Maths

Apprenticeships involve learning and applying skills, knowledge and behaviours that have been designed by employers from industry who have come together to create standards that make up an apprenticeship. Learning happens throughout the apprenticeship, leading up to an End Point Assessment (EPA) which is the final assessment for an apprentice to demonstrate that you can do the job you have been training for. EPA is separate to any qualifications or other assessment that you may undertake during the learning stage of your apprenticeship.

At the end of the period of learning, you will be signed-off by your employer, as being ready for a final assessment of your knowledge and practical capabilities. The assessment will be graded and an independent assessment organisation. The assessor will be independent of **Coventry and Warwickshire Chamber Training** and your employer.

An End Point Assessment might involve some of the following:

- Multiple choice tests
- Evidence portfolio
- Skills tests
- Professional discussion with independent assessor
- Workplace projects

Individual grades are decided by the results of End Point Assessment. Most are graded at Pass, Fail, Merit or Distinction. This provides an opportunity for you to excel in your area of work and show yourself as a star performer.

What will I achieve ?

The achievement of your Apprenticeship is dependent upon successful completion of the End Point Assessment. In the build up to the End Point Assessment, you will develop a set of skills, knowledge and behaviours which will be assessed during your End Point Assessment following which you will be awarded a graded outcome. A small number of apprenticeships also contain Diplomas which are separately accredited to complement the Apprenticeship.

As part of your training programme you will also be developing your Functional Skills. Functional Skills include maths and English. Functional Skills are an essential part of an Apprenticeship. You may be exempt from some or all of the Functional Skills depending upon your GCSE grades. Your Training Advisor (Assessor) will discuss this with you. In any event you will be supported to develop your maths and English skills to a higher level.

Functional Skills learning is delivered through a mixture of off the job, face to face sessions as well as an on-line learning programme. Once you have built your skills, you will be guided in preparation for taking on-line knowledge tests in maths and English. This is an essential part of the Apprenticeship and will require time away from the workplace for learning at level 1 and level 2.

How Coventry & Warwickshire Chamber Training will help you...

Coventry & Warwickshire Chamber Training will provide you with high quality information, advice and guidance throughout your Apprenticeship. This begins even before you start your learning, with career guidance and support to ensure that you make informed choices and decide on the right career path. Thereafter **Coventry & Warwickshire Chamber Training** will ensure that you are fully introduced to both your learning programme and your employer to get you off to a good start.

We will work with you to:

- plan and design your training programme to meet your needs
- provide one to one information, advice and guidance at regular points throughout your Apprenticeship (before you start, at induction, during regular progress review meetings and as you leave Chamber Training)
- provide off-the-job training to enable you to gain the required skills, knowledge and behaviours
- review your progress and provide help and support where necessary
- liaise with your employer to ensure you are making good progress at work
- assess your competence through assignments and observation in the workplace
- prepare you for End Point Assessment at the completion of your Apprenticeship

Information, advice and guidance you will receive a service that is:

- up to date and individual to your needs
- confidential, non judgmental and objective
- open, honest, impartial, professional and knowledgeable
- empowers you to make informed decisions
- supports your career and learning progression
- in tune with needs of the local labour market
- connects you to specialist support should you need it

On and off the job training

A **Coventry & Warwickshire Chamber Training**, Training Advisor will develop an Apprenticeship learning plan which will comprise of on and off the job training, detailing the learning of skills, knowledge and behaviours related to your job role. Your Training Advisor will support you, review and monitor your progress and ensure you are making the most of your Apprenticeship opportunity.

Your work and progress will be captured in an e-portfolio where all training and assessment activities are recorded on-line. This also requires involvement from your workplace supervisor who will take an active role in working with **Coventry & Warwickshire Chamber Training**.

Your apprenticeship will involve off the job training in the form of skills workshops. 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 you are working. Coventry & Warwickshire Chamber Training will make arrangements to access an appropriate course to gain the skills required to complete your apprenticeship including maths, English and ICT.

Starting your learning.....

Having chosen the right employer and vocational area you will want to ensure you progress. One of the ways of doing this is by starting off on the right foot. This introduction will help you settle quickly into your company by helping you understand the environment which you are entering and the job which you will be doing. You will have a work place supervisor to liaise with **Coventry & Warwickshire Chamber Training** concerning your learning.

Chamber Training's role.....

- provide an introduction to your learning
- explain about the role of everyone involved in your learning
- advise you on initial training
- explain how your Apprenticeship is achieved
- explain your rights and responsibilities
- to check that you have understood the information which you have been given

Your role.....

- to develop an understanding of what your training is about
- gain awareness of the importance of Health and Safety and Equality and Diversity in the work place
- gain awareness of the importance of British Values
- contribute to the development of your training plan
- complete a work place project when you return to your employer

Planning and designing your training programme

To help you to get the best from your learning and to help you develop your skills and knowledge, we will jointly plan a training programme that meets both your needs and those of your employer. A training plan will be developed which shows what training you will receive, both on- and off-the-job, to ensure you achieve your qualifications and prepare you for your End Point Assessment. The plan will also identify any additional support you may require. We will take into account your current knowledge, skills and experience when doing this.

Chamber Training's role.....

- to work with you to identify your immediate training and development needs
- assess your current skills, knowledge and qualifications
- identify any personal circumstances which may affect learning and training
- set out the training programme in a plan for you
- help you understand the training programme including End Point Assessment and Functional Skills

Your role.....

- to help identify your immediate training and development needs
- help us plan your training programme
- identify appropriate learning opportunities within the workplace which will help you develop and progress
- understand your training programme including End Point Assessment, any qualifications involved such as Diplomas and Functional Skill requirements

Delivering your training

Having planned your training we will work together to deliver it. Much of it will take place within the workplace itself. However you will spend at least 6 hours per week of your contracted working hours undertaking off the job learning, developing the skills, knowledge and behaviours which will progress you in your role. This will also develop your skills through observing others, practising yourself and learning from your supervisor. You may also undertake projects to develop your skills and knowledge even further.

In terms of who provides off-the-job training, this will be in line with your employer's preferences, together with guidance from your **Coventry & Warwickshire Chamber Training** Training Advisor. We will agree when and where this will take place when developing the training programme. In this way we can also ensure that the off-the-job training which is being provided is appropriate to what you are doing in the workplace and vice versa. You will be supported off- the- job by a vocational tutor expert in their field.

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 you are developing in the workplace in order that you can achieve your Apprenticeship
- liaise with your off-the-job training provider on your behalf to address any issues relating to your learning

Your role.....

- attend off-the-job training sessions at the agreed times
- put into practice what you have learnt during off-the-job training sessions
- complete any actions set by your Training Advisor or Trainer
- initiate a meeting with us if you have any concerns about any aspect of training delivery

Reviewing your progress

To ensure that you are getting the most out of your training programme it is important to review your progress at regular intervals. This will ensure that any additional training or support needs that are identified are properly addressed. We will fully involve your work place supervisor and agree with you what is the best time for these to take place, so as not to cause disruption to normal workplace activities.

Chamber Training's role.....

- organise a schedule of regular review meetings
- involve you and your supervisor in the review
- identify and record your progress
- identify additional training and support needs and amend the training plan accordingly
- provide an estimation of your expected End Point Assessment grading at each review
- agree and record actions and targets between this and the next review
- make sure you and your supervisor have a copy of the review

Your role.....

- participate in review meeting with your Coventry & Warwickshire Chamber Training Training Advisor detailing the work you have been undertaking with your employer
- advise us of any concerns which you may have regarding your progress
- agree future targets relating to your Apprenticeship and your preparation for End Point Assessment and successful completion
- advise on workplace training and assessment opportunities that may occur in the period to the next review

End Point Assessment

To gain an Apprenticeship you are required to develop skills, knowledge and behaviours related to your chosen role, which you will demonstrate at the end of your period of your agreed period of learning on and off the job through the End Point Assessment. **Coventry & Warwickshire Chamber Training** will support you to prepare for End Point Assessment during on and off the job training. Your allocated Training Advisor will discuss and agree what you need to do to achieve your Apprenticeship and they will observe you carrying out tasks within the workplace as well as assess the work you have produced in assignments and examine pieces of work which you have undertaken. You will also be supported by your work place supervisor and other work colleagues.

Chamber Training's role.....

- help you understand the assessment process
- help you understand how to collect evidence and match it to the Apprenticeship standards
- formally assess your competence
- give constructive feedback following assessment

Your role.....

- identify opportunities for your Training Advisor to observe your performance
- identify evidence of the work you have done
- collate and reference evidence of your competence in your portfolio

e-portfolio - the paperless way

Coventry & Warwickshire Chamber Training operates an e-portfolio system 'One File' which means that weighty, paper-based folders are a thing of the past. With internet connection, you are able to access your e-portfolio at any time, work at your own speed, from any location.

Using the internet, you can build your portfolio online and submit evidence for assessment. Everything can be cross-referenced to the specific criteria of the qualification. Training Advisors will review the work and feedback can easily be recorded. Access to the portfolio can also be given to the employer, an Expert Witness and External Verifiers.

Benefits

The e-portfolio system has many benefits. You can study when you want, where you want. The e-portfolio is based online, accessible via an internet browser. The system is intuitive to use with minimal training required. You can track your own progress at all times, having instant access to course materials and resources, easily upload evidence into your e-portfolio and communicate with your Training Advisor. 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

One File accelerates learning by bringing all key players in the learning process together, not bound by time or location. Training Advisors assess coursework as it's completed, without the need to visit the workplace. This increases assessment turnaround time, and allows you to work at the pace that suits you.

Please note this requires you to have regular access to a computer with internet connection.

Supporting you

We will work closely with you to ensure that you are given full support and that any potential problems are identified and addressed as early as possible. At all stages of training your Training Advisor will be pleased to answer questions or to help with any concerns. Always ask about anything you don't understand.

In later paragraphs we have set out a simple grievance procedure which you should use if you wish to pursue a complaint or grievance arising out of training or some related matter. It is designed so that possible problems can be resolved quickly as otherwise they can interfere with training and hinder your progress.

If you have some difficulty while with your Company always talk to your Supervisor first, though if necessary do telephone your Training Advisor. If you have a problem of a more personal nature which you would like to discuss in confidence, do let your Supervisor or your Training Advisor *know*, either by telephone or in writing. Arrangements will then be made to talk to you at a suitable place at an early date.

Chamber Training's role.....

- keep in regular touch with you and your employer
- encourage and motivate you
- show real interest in the skills which you are developing in the workplace
- help you to understand the long-term benefits of training
- identify any problems or concerns which you may have at an early stage

Your role.....

- take time to complete action plans and meet agreed targets
- practice your skills and agree assessment times with your Training Advisor (Assessor)
- attend your place of work punctually and regularly
- attend and show real interest in any off-the-job training
- share your concerns with us

We want you to enjoy and achieve at **Coventry & Warwickshire Chamber Training**; be safe, stay healthy and have fun. We provide for you an environment conducive to learning in which you can feel safe and be free from bullying and harassment. If you feel you need to talk to someone about any problems you have either at work, at Chamber Training or in your home life, you can talk to someone in confidence by e-mailing in the first instance needtotalk@cw-chambertraining.co.uk. **Coventry & Warwickshire Chamber Training** is committed to safeguarding and promoting your welfare during your time with us, both in the workplace and during training at **Coventry & Warwickshire Chamber Training**. We will make every endeavour to ensure that you are safe and free from harm.

Ensuring equality of opportunity

We operate and promote a policy of equal opportunities throughout the whole of your Apprenticeship. 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 you fairly and equally during your training and ensure that you know what to do if you have a complaint. We trust that your commitment to ensuring equality of opportunity will be the same as ours. A quiet/prayer room is available for learners who require somewhere quiet to study or pray at **Coventry & Warwickshire Chamber Training**. We will not tolerate any form of harassment or bullying. If you encounter a problem such as patronising or belittling comments, jokes relating to creed, colour, sex, sexual orientation or religious beliefs; swearing; comments about appearance; threatening behaviour etc speak to your Training Advisor and work place supervisor. All complaints will be investigated fairly and impartially and in strictest confidence.

Chamber Training's role.....

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

Your role.....

- understand and comply with equal opportunities legislation
- contact your Coventry & Warwickshire Chamber Training Advisor if you feel you have been treated unfairly at any time
- demonstrate your commitment to equality of opportunity in the workplace by treating colleagues fairly
- make sure you do not bully, harass or make any one feel unwelcome in the workplace

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. Accidents, however small, like a cut or bruise, should always be reported and entered in the Accident Book. This could prevent someone else from doing the same thing and will ensure that you get any necessary first aid treatment. It also covers you later if something more serious develops. If you have an accident at work or at any off-the-job training location report it **AT ONCE** to your Training Advisor and work place supervisor.

Chamber Training's role.....

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

Your role.....

- comply with health and safety legislation
- undertake initial and ongoing health and safety training in the workplace
- wear necessary protective clothing
- report any accidents concerning yourself whilst at work immediately to us
- complete an initial work place project to develop your understanding of health and safety with your employer
- act in a safe manner at all times whilst with your employer or when attending off-the-job training

Prevent

Prevent is a key part of the Government's strategy to stop people becoming terrorists or supporting terrorism. Early intervention is at the heart of Prevent in diverting people away from being drawn into terrorist activity. We aim to provide a curriculum which develops both learners' and employers' understanding of the potential risks.

What does it mean for you ?

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 way in which every individual can contribute to this.

An appreciation of British Values is implicit within Prevent and **Coventry & Warwickshire Chamber Training** are required, by law, to promote understanding of this with our learning services.

What are British Values ?

- Democracy
- The Rule Of Law
- Individual Liberty
- Mutual Respect For And Tolerance Of Those With Different Faiths & Beliefs

Through your learning you should develop:

- An understanding of how you can influence decision-making through the democratic process
- An understanding that the freedom to choose and hold other faiths and beliefs is protected in law
- An understanding of the importance of identifying and combating discrimination

Terms and Conditions

You will be paid by your company at the amount agreed in your contract. This should be an acceptable rate for the job you are doing given your qualifications, age and experience. You will be paid by your company, just like other employees of the company. You are responsible for your travel expenses.

All **agreed** training costs will either be paid for by **Coventry & Warwickshire Chamber Training** or your employer.

It is the responsibility of your employer to comply with the following:

- **Tax and National Insurance** contributions when your salary goes above government threshold.
- **The Working Time Regulations** – see appendix A
- **The National Minimum Wage** – see appendix B

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

- **The Health and Safety (Young Persons) Regulations 1997** – see appendix C
- Issuance of a **contract of employment** in line with government legislation – see appendix D

Hours of Attendance

You should work the same hours as other staff **provided** they do not exceed 40 hours per week including time at college if receiving off the job training.

Any one involved in Saturday and/or Sunday working must be given time off in lieu during the working week.

You will undertake off the job training amounting to the equivalent of 6 hours per week.

Holidays

You will have the same holidays as the other employees in the company. You will need to ask your work place supervisor to describe the system for booking holiday if you are not already aware.

Absences

When you are absent from work it can affect a number of people who may have to be moved about to cover what you would normally do. They might also have to change breaks and lunches – and giving them notice helps them to do so without fuss.

Absent from your Employment

You will need to find out your company's policy for reporting absence. Ask your supervisor if you do not know. In any event,

- a) Let them know by telephone as soon as you can (10.00 am at the latest, on the first day).
- b) Tell them the reason for your absence.
- c) Try to give them an idea when you will be back.

If you are unable to return to work after 3 days

- a) Telephone again on the morning of your fourth day off.
- b) Explain the reasons why are off and when you hope to return.
- c) If you are going to be absent due to illness for more than 7 consecutive days, you must send a Doctor's note to your work place company (when calculating "consecutive days", Saturday and Sunday count).
- d) If you are absent for more that 3 weeks due to illness, you are automatically suspended from training on the 22nd day (counting Saturday and Sunday). You may resume your training when you are fully recovered.

Absence for reasons other than sickness

If you need time off for a particular purpose e.g. an interview, doctors or dental appointment, you should discuss this with your Supervisor and inform your Training Adviser to get permission in advance for the non- attendance of any assessment or off –the- job training . If you fail to attend any planned off-the-job training then your employer will be informed.

Unauthorised absence, lateness or irregular attendance

If behaviour of this kind occurs, the matter will be discussed with you and failure to improve is likely to lead to disciplinary action and the possibility of your training being terminated. Wages may not be paid for unauthorised absence, whether at college or work.

If you do not contact **Coventry & Warwickshire Chamber Training** or your Employer within 5 days, this will be considered as unauthorised absence and your training will be terminated.

Disciplinary Procedures

In most organisations, including social and work situations, a number of rules exist which are designed to help achieve better results and orderly progress. Companies have rules which impose basic discipline on individuals for the benefit of the majority. In practice most people abide by the rules through self discipline, but a minority do not and sanctions are then applied.

Disciplinary procedure during your time with your company

You will be expected to follow the rules and procedures of your employer organisation. If you are not aware of what they are you will need to ask your supervisor.

Disciplinary procedures while at Coventry & Warwickshire Chamber Training centres and off-the-job training locations

Informal discussions, often called counselling, will normally take place before formal stages of the disciplinary procedure.

If counselling fails and you persist in breaking rules, a more formal approach to discipline will be introduced, as follows:

Stage I - Formal Verbal Warning

If you persist in breaking rules or commit a more serious offence, you will have to attend an interview and given a verbal warning. At the interview you may be accompanied by either of your parents or a colleague who may be another trainee or an employee of **Coventry & Warwickshire Chamber Training**. A record will be made of the interview. Normally such recorded warnings will be deleted after 6 months satisfactory conduct.

Stage II - First Written Warning

If conduct or performance does not improve, a written warning may be issued, again you may be accompanied at the interview by your parent(s) or a colleague. The warning will be kept on file and a copy given to you.

Stage III - Final Written Warning

If it becomes necessary, a written warning will be given about your conduct, although as before you may be accompanied at the interview. A copy of the warning will be given to you.

Stage IV - Dismissal from Training

You will be issued with a letter of dismissal, normally by one week's notice.

Special circumstances leading to instant dismissal

Cases of very serious misdemeanour may lead to instant dismissal. Serious misdemeanours would include theft, fighting, malicious damage to property, drunkenness and non medical related drugs.

Appeals Procedure

There is an appeals procedure available to any client who is dismissed by **Coventry & Warwickshire Chamber Training**. If you ever reach this stage you should write to your Training Advisor at the address at the back of this booklet.

The letter should:

- Be sent within 3 working days of receiving a dismissal letter
- Ask that the disciplinary decision be reviewed
- State in detail your reasons for appealing

A hearing will normally be held within 3 working days of the appeal letter being received.

Complaints and Grievance Procedure

Whilst you are training with **Coventry & Warwickshire Chamber Training** you will be given a full and fair hearing if you have any problems or feel that you are being unfairly treated.

The following is the procedure which you should use:

- a) Tell, or write a note, to your Training Advisor. If the problem is associated with your employer, tell the Supervisor there. This should be done as soon as possible after the problem arises.
- b) If the problem is at work and you receive no satisfaction from complaining to your Supervisor, you should follow the grievance procedure at work. If you feel unable to do this or are still unhappy with the way things are being handled you should contact your Training Advisor who will arrange an investigation within 5 days.
- c) If the grievance is not associated with work or satisfaction has not been obtained, you should request an interview with the Operations Director, **Coventry & Warwickshire Chamber Training**.
- d) If satisfaction has still not been obtained, you should request an interview with the Executive Director at **Coventry & Warwickshire Chamber Training**.

Maintaining Standards

All Apprenticeships are subject to external inspection by the government's body for maintaining standards. Inspections look at the quality of learning in all occupational areas where training is being provided. Inspectors typically collect much of their evidence through discussions with you and your employer, 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
- work with Inspectors during inspection

Your role.....

- provide us with feedback on the quality of our training programmes
- to take part in discussions with Inspectors during inspections as required

Coventry & Warwickshire Chamber Training will also seek your views about all aspects of your training at various times throughout your learning. We value your feedback and will listen to your views and act on them to improve your experience. We will then inform you of any changes and improvements we make.

Learner Voice

We are keen to provide you with a learning experience which meets your needs. We have a wide range of communication channels available. We take your comments seriously and make continuous improvements based on your feedback. There are many ways to contact us including:

- CWCT Facebook: <https://www.facebook.com/cwtcov/>
- CWCT Hair Facebook: <https://www.facebook.com/cwt.hair/>
- CWCT EYC Facebook: <https://www.facebook.com/CWT.Childcare.Playwork/>
- For advice about your training and qualifications email advice@cw-chambertraining.co.uk
- For support with any personal issues at home or at work email needtotalk@cw-chambertraining.co.uk

Further Information

Thank you for taking time to read this brief Guide which we hope that you have found informative. If you have any questions or would like any further information on any aspect please do not hesitate to contact us at the address shown below.

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Coventry & Warwickshire Chambers of Commerce Training Ltd

DISCLAIMER – FOR INFORMATION OF USERS. The contents of this booklet do not represent a contract. The *information contained in appendices A-G is intended to provide general guidance only. It is not a complete and authoritative statement of the law and no action should be taken without consulting the detailed legislation or seeking professional advice.*

Statement of Service

What Is On Offer?

Information, advice and guidance is available on an ongoing basis, from initial contact, whilst engaged in learning with **Coventry & Warwickshire Chamber Training** and at any other point in time where further support is required.

Information, Advice & Guidance for Individuals on:

- Apprenticeships
- Traineeships
- Vocational Learning & Development
- Higher Education
- Career & Employment Routes
- Courses, Training & Qualifications
- C.V. Development & Interview Techniques
- Job Search & Labour Market Information

What You Can Expect From Us?

Your information, advice and guidance session will assess your current situation, identify your aims and objectives and make recommendations for future action. You will receive:

- A prompt, friendly, confidential, professional and impartial service
- Access to up to date information
- A service that focuses upon individual needs and interests
- Respect and honesty
- Fair and equal treatment with access to all **Coventry & Warwickshire Chamber Training** services
- A service that empowers you to make informed decisions
- Sign posting to other organisations for further support and information

Coventry & Warwickshire Chamber Training Learning & Development Services include:

- Apprenticeship learning opportunities in Business Administration, Accountancy, Adult Care, Early Years Care, Customer Service, Hairdressing and Management
- Short work related courses, such as Management Development, Customer Care & IT
- A range of nationally accredited qualifications, including ILM

In addition to the above, **Coventry & Warwickshire Chamber Training** may recommend you to a range of Partners should we not be able to meet your needs. This referral may be made in the following circumstances:

- Where the vocational sector of interest is beyond **Coventry & Warwickshire Chamber Training**
- Where your needs are deemed to be best met elsewhere
- Where your area of residence is such that a more local provision is best
- Where the timing of the service does not suit your requirements
- Where the cost of the service is a prohibiting factor

What We Expect From You?

- Prompt attendance at appointments .. if you are unable to keep an appointment then let us know as soon as you can
- Honest and open discussions about your aims and aspirations
- Constructive feedback on our products and services
- Treat our premises, equipment and staff with respect
- Compliance with **Coventry & Warwickshire Chamber Training** regulations, including health & safety

What We Will Do On Your Behalf?

- Put you in touch with organisations that provide information on welfare, health and social issues
- Introductions between employers and potential recruits & employees
- Liaise with Colleges and Universities for course information
- Provide qualifications and accredited courses
- Monitor progress at work and with training and qualifications
- Support the transition into the world of work

How You Can Help Us Improve Our Service

Coventry & Warwickshire Chamber Training is proud of the service we provide to our customers. We realise that sometimes we may get it wrong or you may not be happy with the service you receive. If you do have a genuine complaint, please talk to a member of staff who will try and resolve the problem on your behalf or provide information about our grievance procedures. Periodically we send a Customer Service Questionnaire, which allows you to provide feedback anonymously about our products and services.

Confidentiality Policy

Coventry & Warwickshire Chamber Training is committed to ensuring that personal information obtained in order to provide an effective and high quality service is maintained within a secure and confidential environment. This process is focused upon client needs whose interests are our main objective.

Opening Hours

Our training facility and telephone lines are open from 9.00am – 5.00pm Monday to Friday. There is an answer machine service after 5.00pm and during the weekend. Please leave a message and we will contact you within two working days.

Additional Information

Coventry & Warwickshire Chamber Training has a selection of brochures, which can provide additional information on a range of learning and employment opportunities that are currently available through **Coventry & Warwickshire Chamber Training** and other organisations. If you require details in large print, a second language or another format please let us know.

To obtain further information about **Coventry & Warwickshire Chamber Training**, our services and current eligibility requirements please contact us by:

Personal visit or in writing to:

Commerce House
St.Nicholas Street
Coventry CV1 4FD
Tel: (024) 7623 1122
www.cw-chambertraining.co.uk

Coventry & Warwickshire Chamber Training Charter of Service

Your Rights:

- To be treated in a fair and consistent manner
- To be provided with professional and knowledgeable information, advice and guidance
- To have an individually tailored training plan which meets your needs
- To be assessed towards Apprenticeship Standards at a time and pace suited to you
- To have regular progress reviews which set challenging and interesting targets
- To be trained by experienced and qualified staff in an environment that helps you learn
- To receive guidance and support from your **Coventry & Warwickshire Chamber Training** Training Advisor
- To work in a properly equipped training and working environment, which meets legal requirements
- To receive recognition for your achievements

In return you will be expected to:

- Commit yourself to completing your chosen Apprenticeship
- Attend regularly and on time
- Meet agreed targets and action plans
- Follow safe working practices
- Notify your Training Advisor of any problems or concerns
- Behave responsibly at all times

APPENDIX A

THE WORKING TIME REGULATIONS – WTR

The following information is a guide only to the main provisions of The Working Time Regulations. The regulations took effect on 1 October 1998 and cover the following:

- Maximum working week of 48 hours for most employees. Workers can choose to work more if they want to.
- A right to an in-work rest break if the working day is longer than 6 hours.
- A right to a day off each week.
- A right to 4 weeks paid annual leave for all employees from the commencement of employment. This is accrued on the basis of one twelfth of the entitlement per month worked round to the nearest half day.

Maximum Working Week

Other than where someone is exempted from the regulations (such as workers involved in transport, sea fishing, armed forces etc) a workers average working time, which includes when an employee is receiving relevant training is limited to 48 hours for each 7 days over a 17 week period. The period used for the calculation excludes paid annual leave, sick leave and maternity leave.

Entitlement to Rest Breaks – Daily and Rest Breaks

The following provisions relating to rest breaks apply to workers that have attained the **age of 18**.

- An adult worker is entitled to a daily rest period of not less than 11 consecutive hours in each 24-hour period.
- An adult worker is entitled to a rest break of at least 20 minutes if his/her daily working time is more than 6 hours.

A working week does not include:

- breaks when no work is done, such as lunch breaks
- normal travel to and from work
- time when you are on call away from the workplace
- evening and day-release classes not related to work
- travelling outside of normal working hours
- unpaid overtime that you have volunteered for, so for example, staying late to finish something off
- paid or unpaid holiday

Young People Working Time Directive

Those trainees **aged 16 – 17 (inclusive)** have additional benefits as detailed below:

- Entitlement to a daily rest period of not less than 12 consecutive hours in each 24-hour period.
- 2 days off (ideally continuous) in every 7 worked.
- 30 minute break after each 4½ hours worked.

Statutory Paid Holidays

There is a minimum right to paid holiday, but your employer may offer more than this. The main things you should know about holiday rights are that:

- you are entitled to a minimum of 5.6 weeks paid annual leave (28 days for someone working five days a week)
- part-time workers are entitled to the same level of holiday pro rata (so 5.6 times your usual working week, eg 22.4 days for someone working four days a week)
- you start building up holiday as soon as you start work
- your employer can control when you take your holiday
- you get paid your normal pay for your holiday
- when you finish a job, you get paid for any holiday you have not taken
- bank and public holidays can be included in your minimum entitlement

For further details specific to the Working Time Regulations contact Employers Services on 0121 248 8000 or the Dti website at <http://www.dti.gov.uk/er>

APPENDIX B

THE NATIONAL MINIMUM WAGE (NMW)

Almost everyone who works in the UK is legally entitled to be paid the National Minimum Wage. This is the case even if an employer asks a worker to sign an employment contract at a lower rate of pay. It isn't necessary to be in full-time employment, or to work at an employer's premises. For example, a person is entitled to receive the minimum wage if they are:

- employed by an agency
- a home worker
- a part-time worker
- a casual worker
- a pieceworker
- a worker on a short-term contract

However, they are not entitled to receive the minimum wage if they are:

- a worker under school leaving age
- genuinely self-employed
- an au pair
- in the armed services
- a voluntary worker

What is the Apprentice NMW rate?

There is an apprentice minimum wage of £7.55 per hour. The rate will apply to:

- apprentices under 19
- apprentices aged 19 and over, but in the first year of their apprenticeship

This is a minimum below which you should not be paid – it is neither a standard rate, nor the rate for all Apprenticeships. The change will apply to all new and existing apprentices aged under 19; and to those aged 19 or over in the first year of their Apprenticeship. The change does not affect those apprentices aged 19 or over who have already completed a year of their Apprenticeship – they will continue to be entitled to be paid at least at the full NMW rate appropriate to their age. In-kind benefits such as meals, tips and childcare vouchers will not count towards the apprentice NMW.

The new apprentice NMW applies to all apprentices aged under 19; and to those aged 19 and over in the first year of their Apprenticeship. If you reach age 19 and have completed the first year of your Apprenticeship your employer must pay you at least the full NMW until the age of 21 when the National Living Wage applies.

The rates from **1 April 2025** are:

- £12.21 an hour for workers aged 21 plus
- £10.00 an hour for workers aged 18 -20 years of age (not on an Apprenticeship)
- £7.55 an hour for workers aged 16 – 17 (not on an Apprenticeship)
- £7.55 - the apprentice rate, for apprentices under 19 or 19 or over and in the first year of their apprenticeship

Where to get help

The national minimum wage helpline is 0845 6000 678 – lines are open Monday to Friday 9.00 am to 5.00 pm. Further information may be obtained from www.direct.gov.uk

APPENDIX C**THE HEALTH AND SAFETY YOUNG PERSONS REGULATIONS****Specific Risk Assessment – Young People**

This must be specifically related to the young person and be undertaken before they are employed, or straight away if currently employed.

Consideration needs to be made to:

- The inexperience and immaturity of the potential employee and their lack of awareness of risk.
- Exposure to physical, biological and chemical agents.
- The nature and layout of the work area.
- Work equipment and the way it is used.
- The health and safety training to be provided.

Why is there a specific need to conduct a young person's risk assessment?

Young people are more at risk of injury due to their inexperience and immaturity. You may employ young people on a casual or temporary basis, or on work experience schemes. Whilst on work experience, students are legally regarded as employees.

What is the definition of a young person?

Young people are defined as those under 18 years old.

Reduction of Risk

A young person should not be expected to do any of the following:

- Work beyond their physical and psychological capabilities
- Work involving exposure to harmful radiation
- Work involving risks to health from noise, vibration or extremes of temperature
- Work involving harmful exposure to any agents, which can chronically effect health

For further guidance and information refer to “Young People at Work – Guide for Employers” published by The Health and Safety Executive ISBN 0-7176-1285-6

APPENDIX D**CONTRACT OF EMPLOYMENT**

This covers all the terms and conditions of employment between the employee and the business and provides the basis of the relationship between the employer and the employee.

The legislation stipulates that employees have the right to have certain terms and conditions of employment in writing within 2 months of starting their job. These are to include:

- The identities of the parties and the place of work
- The date employment began and when the continuous employment began.
- Their job title and the period of employment if not permanent.
- The remuneration and how and when it is payable.
- Any relevant collective agreements.
- The hours to be worked and holiday entitlement.
- Any terms relating to sickness, sick pay, notification of sickness and any pension arrangements.
- The relevant length of notice, any disciplinary rules and the name of someone to whom grievances and complaints about disciplinary arrangements can be taken.

APPENDIX E

PENSIONS

A workplace pension is a way of saving for your retirement that's arranged by your employer. A percentage of your pay is put into the pension scheme automatically every payday. In most cases, your employer also adds money into the pension scheme for you.

A new law means that every employer must automatically enrol workers into a workplace pension scheme if they:

- are aged between 22 and State Pension age
- earn more than £10,000 a year
- work in the UK

This is called 'automatic enrolment'.

Further information can be found at www.gov.uk/workplace-pensions/about-workplace-pensions

APPENDIX F

HEALTH & SAFETY

If you need health and safety information try:

www.hsedirect.com

This has been set up by the Health and Safety Executive to provide advice. There is also an Infoline on 08701 545500.

EQUAL OPPORTUNITIES

Equality Direct has a telephone help line and web site designed to help in equality issues. It provides confidential and reliable advice on what the law says about employment equality issues such as:

- sex
- race
- disability
- age
- sexual orientation
- work-life balance

Trained advisers help to resolve equality issues.

The website is at: www.equalitydirect.org.uk

The help line telephone number is 0845 600 3444.

HELP & SUPPORT

Coventry & Warwickshire Chamber Training has put in place on-line help and support lines to ensure that you are provided with the maximum support during your training with us.

For advice regarding your course, contact us on-line at: advice@cw-chambertraining.co.uk

For help and support with personal matters, contact us on-line at: needtotalk@cw-chambertraining.co.uk

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All details correct at time of printing
September 2013

APPENDIX H



Recommend a Friend

and get £25 for passing on the word!

As a valued learner at C&W Chamber Training we would like to offer you the opportunity to earn some extra cash - just for recommending a friend!!

If you know anyone aged 16 or over who is in full or part time employment, why not share with them the benefits of learning?

We will need the co-operation of their employer; however one of our recruitment advisors will be happy to contact them to explain the opportunity.



All your friend or family member will need to do is complete the attached reply slip and return it to the address below.

Once your friend or family member has enrolled on to a learning programme with CWT and completed their three month review we will then forward you £25 as a thank you.



Please note: This is not applicable to employers recommending employees, colleagues in the same company or learners who have already or previously enrolled on to a training programme with CWCCT.

Reply Slip

Name:

Email:

Telephone:

I am currently employed at:

My manager's name is:

I was recommended by:

C&W Chamber Training
 Commerce House 123 St Nicholas Street, Coventry CV1 4FD
 Telephone: 024 7623 1122
 Email: enquiries@cw-chambertraining.co.uk