

Entitlements

A Guide for Apprentices,
Employers and Supervisors



Contents

	page
Introduction	2
Warrington Borough Council's responsibilities - summary	3
Apprentice responsibilities - summary	4
Before you join the programme - what you need to know	5-6
After you start the programme	7-8
Support and Guidance	9
What we expect of you	10
What we can achieve together	11
How can you find out more about us?	12

Photographs of Council Apprentices

Page 2	Emma Hall
Page 3	Tina Jefferies
Page 4	Louise Oliver
Page 6	Luke Yates
Page 7	Gareth Sheldon
Page 8	Chris Bedworth
Page 9	Steven Brogden
Page 10	Kate Rimmer and Adam Barnett
Page 11	Stacy Farnworth

Introduction

- This guide is intended to inform the Council's Apprentices of both their entitlements and responsibilities.
- It can also be used to help employers, workplace supervisors and mentors understand what Apprentices can expect from the Council's programmes.
- This guide should be used in conjunction with other Apprenticeship/employment documentation e.g. Contract of Employment.
- This guide can be produced in other formats to help Apprentices who may find it difficult to read - for example in large print, in a different language, in Braille or on audio tape.
- Please telephone 01925 458100 if another format is required or if you would like a member of our team to explain the guide to you in person.



Warrington Borough Council's responsibilities - summary

Warrington Borough Council will provide/ arrange for:

- An Apprenticeship Framework
- Employment throughout the apprenticeship
- Individual targets for each apprentice
- Release from work for attending formal training
- Pastoral care and workplace support
- Access to help (including a buddy/mentor)
- A safe working environment
- Protection from bullying and harassment in work
- Regular assessments and review of progress
- Opportunities to be involved in quality improvement
- Entitlement to equal opportunities benefits
- Prospects for further personal development



Apprentice responsibilities - summary

For the Apprentice learning experience to be truly effective for both apprentice and employer, it is important that every apprentice accepts the following responsibilities:

- Compliance with both the employer's and Council's terms and conditions
- Agreement with the individual apprenticeship plan and targets
- Attendance at all training sessions
- Completion of agreed work towards the Apprenticeship Framework
- Reasonable care of his/her own Health and Safety and the safety of others
- Respect for all partners in the learning agreement (this is an agreement between the employer, the apprentice, and the Personal Development Centre)
- Participation in quality improvement activities
- Preparation for regular assessments and reviews



Before you join the programme you need to know-

The learning programmes offered by us:

Apprenticeships delivering qualifications in -

- Business Administration NVQ's level 2 to 4
- Customer Service NVQ's level 2 and 3
- Information Technology NVQ's level 2 and 3
- Key Skill tests and qualifications levels 1 to 3
- Technical certificates relevant to the apprenticeship framework followed
- Optional qualifications appropriate to the learners'/employers' needs such as;
 - European Computer Driving Licence

The qualifications you need before joining:

The Council will carry out a comprehensive assessment of your abilities and needs prior to offering you a place on our Apprenticeship programme. This will include -

- A measurement of your academic qualifications
- Consideration of your previous learning and experience
- An Assessment of your level of skill in Maths, English, ability to work with others, communication, improving your own learning and I.T.
- A measurement of any help you may need in writing or reading
- An assessment of your interest and capabilities
- A determination of any special needs you may have

All of these assessments help us decide what help and support applicants may need should they be offered a place on our Apprenticeship programmes. The Council's final decision will take into account all of our assessments and will be based on whether we think an applicant has the capacity to become a successful employee and apprentice.

About our learning programmes :

Although there are variations between programmes, in general apprentices can expect-

- An Apprenticeship to last up to 15 months
- An Advanced Apprenticeship to last up to 2 years
- To attend the Council's Personal Development Centre (PDC) at least once every three weeks
- To experience direct formal training from trained, qualified and experienced tutors
- To be frequently assessed (and observed) in the workplace by suitably qualified assessors
- To have NVQ units promptly assessed and verified, upon completion, by appropriately qualified staff
- To be reviewed regularly (at least every 12 weeks) in the workplace to determine progress in work and against agreed learning plan targets
- To have to work in his/her own time to build a portfolio of evidence towards an NVQ or to work towards other qualifications

- To have access to support and advice during the programme if he/she wishes to discuss any changes to their apprenticeship programme
- To have access to appropriate learning resources at the PDC (including computers) in order to make progress on the apprenticeship
- Prior to starting, to have an opportunity to look around the PDC and make his/her own assessment of our learning facilities
- To have access to programme management staff to discuss complaints, seek advice and support or to ask questions about any aspect of programme delivery
- To benefit from the Council's employee support and protection policies
- To not have to contribute towards agreed training costs



After you start the programme

Every apprentice will get :

- A comprehensive induction into the Apprenticeship programme and a workplace induction during the first week of work
- A schedule of planned formal training days in our Centre and assignment to a group of apprentices working towards similar qualifications
- A training plan detailing agreed target achievement dates of qualification elements and expected completion date of the apprenticeship
- Issued with a copy of his/her relevant terms and conditions of employment to include arrangements for reporting sickness and holiday entitlement
- A contract of employment to include pay rate(s) and information on the availability of opportunity to develop qualifications/skills beyond those offered by the Apprenticeship programme
- Information on the programme and award body procedures for lodging complaints and appeals
- Advice on how they can gain access to programme management staff
- A contact card detailing the telephone numbers of their assessor and other assessors together with contact details of the Centre Manager and Counselling Service
- A date (or dates) when contact will be made next with the apprentice
- A copy of the NVQ standards appropriate to his/her programme
- Appropriate health and safety training
- Information on the programme's disciplinary and appeals procedures
- Assurance of the confidentiality of apprentice information held by the Council
- Access to the Council's corporate training courses
- Details of staff who will be carrying out reviews in the workplace
- An explanation of how an apprentice can access further post-apprenticeship qualifications, training or development
- Information on attendance monitoring at work and on training days and the implications of poor attendance



Every apprentice will have the right to expect:

- Fair treatment in all aspects of his/her apprenticeship including the assessment and verification of qualification work
- A safe working environment
- High quality teaching and workplace supervision
- A learning environment free from discrimination
- To be treated as an adult and with respect
- To have his/her views heard
- Confidentiality where applicable
- Access to ICT and other multi-media learning facilities
- Information on accident reporting procedures
- Information on fire evacuation procedures both in work and whilst attending training sessions
- Information on any risks associated with the learning programme and with the workplace environment
- Knowledge of any restrictions applicable to any work actions or activities
- Full information on the Council's and/or employer's health and safety policy
- Protection from bullying and harassment in the workplace
- Training (where applicable) on appropriate health and safety issues
- To have help with any specific learning needs

The Council agrees to provide all apprentices



Support and guidance

with a comprehensive package of support and guidance tailored to individual need to include:

- A friendly and prompt response service prior to and during the apprenticeship programme
- A confidential counselling service
- Advice on access to financial, creche, childcare and transport support
- Arrangements for those with learning difficulties and/or disabilities, including support for those who need help with reading, writing or for those who speak other languages
- Access to other guidance agencies, including the Connexions Service
- An induction programme for both apprentice and workplace supervisor to outline what the programme will deliver and the specific responsibilities of apprentices
- Specific learning programmes targeted at raising apprentice awareness of health and safety in the workplace to include training on manual handling
- Regular feedback both in work and at training sessions on progress towards achievement of agreed qualification targets
- Opportunities, throughout the apprenticeship, to evaluate and make comments about the delivery of the programme(s), the support arrangements and access to management
- Consistency in the professionalism and conduct



- of all staff associated with the apprenticeship programmes
- Allocation to appropriately experienced and qualified staff who receive regular performance appraisals and staff development
- Access to a well-developed apprentice buddy/mentor programme
- To have access to the results of regular internal and external audit of the provision's programmes
- Punctual and timely visits from delivery staff who are attending agreed appointments in the workplace

The Council and employers have the right to

What we expect of you -

expect that an apprentice is making a serious commitment to training, behaves appropriately and understands the importance of practically demonstrating a willingness to make the most of the training and development being offered. Apprentices can show this by:

- Working hard to the best of their ability
- Attending all learning/training sessions as required, punctually and regularly
- Completing and submitting work on time and as agreed by the assessor and workplace supervisor
- Fully participating at reviews and other assessment sessions
- Co-operating with assessors and other delivery and support staff
- Respecting others, regardless of differences in culture, ability, race, gender, age or sexual orientation
- Not giving offence to others by their use of language, actions or behaviour
- Taking care of equipment, facilities and buildings and by showing respect for other people's property
- Immediately contacting your assigned assessor and workplace supervisor to notify them of absences from work or training
- Compliance with the requirements of the Health and Safety Act 1974
- Taking reasonable care for the health and safety of themselves and others who may be affected by their actions



What we can achieve together

The Council and employers have a genuine desire to continually build upon success and improve our Apprenticeship programmes. We cannot do this alone and need the help, input and co-operation of apprentices in bringing about changes.

There are many ways in which apprentices can participate in our quality improvement processes. We actively encourage all learners to get involved in:

- Regular reviews (at least every 12 weeks)
- Internal Learner Audits (held every 4 months)
- Self-assessment workshops (held annually)
- Learner questionnaires (sent throughout the programme)
- Learner Surveys (sent throughout the programme)
- Adult Learning Inspectorate Inspections (usually every 4 years)
- Training Course evaluation (as and when delivered)
- Learning + Skills Council surveys/audits/ interviews



How can you find out more about us?

If you would like to know more about Warrington Borough Council's Apprenticeship Programme you can do so by:

- Looking at the Adult Learning Inspectorate's website at www.ali.gov.uk where you should select - Inspections , Reports and then select 'W' from the alphabetical list to get the Inspectorate's report on Warrington Borough Council
- Looking at the Council's own website at www.warrington.gov.uk , select "The Council", Select A-Z Services, select "M", select " Apprenticeships". Choosing a further option "Apprentice Entitlements" will bring you to an electronic version of this guide.
- E mailing the Personal Development Centre at mainbox@warrington.gov.uk requesting the information you require
- Telephoning the Personal Development Centre on 01925 458100 and requesting the information you require
- By calling into or writing to the Personal Development Centre, Irwell Rd Warrington WA4 6QR. Our Office hours are Monday to Friday 8.30am to 5pm (except Public Bank Holidays)

Comments or complaints

If you would like to make any comments compliments or complaints about Warrington Borough Council's Apprenticeship Programme you can do so by:

- Contacting the Apprenticeship Team Leader, Karan Waller, at the Personal Development Centre on 01925 458104 or by e-mailing her at kwaller@warrington.gov.uk
- Contacting the Head of Training Development, Paul Sinclair, at the Personal Development Centre on 01925 458100 or by e-mailing him at psinclair@warrington.gov.uk
- Calling in at the Personal Development Centre and collecting a "Comments Compliments and Complaints" leaflet



INVESTOR IN PEOPLE

Personal Development Centre

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