



Apprenticeships

National Apprenticeship Service



building better people



6 QUICK QUICK STEPS TO SUCCESS



Your guide to getting the most from your learning

Skills
Funding
Agency



Learning. It's what we do best
Empowering people and building partnerships

Help us to improve, give us your feedback at www.bctg.org.uk

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What's in it for me?

You may have left school with no qualifications at all, or you may have learnt all your skills on the job. One thing is certain though, whatever your current level of skills, you will need more in the future.

Acquiring new skills and qualifications is a great way to advance your career, but there are also financial benefits. For most people, a future with a larger income is in our hands if we invest time in learning. Based on statistics from the Labour Force Survey, investing some of your time and money in learning could increase your annual salary by up to £2,000 - £3,000.

So learning a new skill could increase your earnings by £10,000 to £15,000 on average over five years – and perhaps even more in the longer term.

Now you've taken the important step to secure your future, take a few minutes to read through this simple guide about what you can expect from Work Based Training.

Your Training Provider is one of a group of companies who are part of a consortium managed by BCTG. We have put together this booklet to highlight some of the main information about your course.

If you have any questions regarding your course, you should firstly contact your Training Provider. If you need further information you can contact us here at BCTG on **08000 321 222**, or visit our website at **bctg.org.uk**

Good luck with your learning!



Six Steps to Success

What can I expect?

Step One

Helping to identify your development needs

The first step in developing your own personalised training programme is to identify the specific skills and knowledge you need to develop to improve in your job role, and also to achieve your qualification.

This usually involves discussing your job role and what you need to achieve with somebody from your Training Provider. It is possible that you will need some training in units of the qualification or Framework. This can also include support with Key or Functional Skills which cover core skills such as Literacy, Numeracy and IT.

Once you are both happy with your training needs, the Training Provider will write up your Individual Learning Plan; this map's out your goals, target dates and the steps you need to take to achieve them.

Step Two

Introducing you to your training

You will receive some form of induction training to your Work Based Training programme. This may be as part of a group or perhaps one-to-one with your Trainer or Assessor. The detail of the induction will vary dependent on the NVQ course you are following, but usually it will cover things like:

- * What's involved in your Workbased Award
- * If you are undertaking an Apprenticeship framework, what other qualifications you may complete
- * What training and support you can expect during the course
- * Your rights and responsibilities whilst you are on Workbased Training
- * Any Health & Safety rules you may need to follow
- * Explaining what Safeguarding is, how you report any concerns
- * How your progress will be assessed and reviewed
- * What to do if you are unhappy with any part of your course

Step Three

Information Advice & Guidance

During your Work Based Training programme, you will be offered information and advice about the course, and if you encounter any problems, you will be given advice on how these can be sorted out. This extra support will be provided either by your Training Provider, or by one of BCTG's specially trained staff.

Whoever offers this extra service, you can be sure that they have been trained to a nationally recognised standard called 'Matrix'. This ensures the quality of the advice and guidance they provide.

This support is optional so you do not need to take it, but it's there in case it's needed.

Step Four

Training and Learning

This is a key part of your course. You may receive training as part of a group at your place of work or at the Training Providers' premises; or you may be supported one-to-one by your Trainer or Assessor. You will usually be set tasks or work by your Trainer or Assessor to be completed by the next time you meet.

It's important to try to meet these deadlines if you are to progress successfully in your qualification.

If you are having difficulty completing any work set by your Trainer or Assessor, it's important you let them know, so they can help you overcome this.

If you are following an Apprenticeship Framework you may undertake additional training or qualifications called Key Skills or Functional Skills. Also some people undertaking an Apprenticeship framework also get the opportunity to complete specialised training in areas specific to the type of work undertaken. This is called a Technical Certificate.

Step Five

Reviewing and assessing your progress

From time to time, your Trainer or Assessor will review the progress you are making towards achieving your overall goals. This is a good opportunity for you to tell them how you feel you are really progressing, and how things could be changed to make it easier for you to achieve. Each review may be slightly different but usually covers things like:

- * The progress you are making, any areas that are working well and anything that needs more work
- * Any changes or updates that need to happen to your learning plan to take account of your progress and meeting target dates
- * Whether and anything unusual has happened that could affect your Health & Safety
- * Whether you are happy you're being treated fairly, and know your rights and responsibilities regarding equal opportunities

If you can it's a good idea to include your supervisor or manager in the review process. This is a good way of letting them know how you are progressing, and to highlight any additional training or experience you may need to complete your award.

Step Six

Achieving and progressing on

When you have completed all the required work towards your qualification or framework, you will be awarded a formal certificate by a qualification awarding body. This means that you have met the required national standard. It may take a few weeks for your certificate to arrive, so please be patient.

Once you have completed your qualification, there could be further opportunities to progress onto other learning. As you get towards finishing your award, where appropriate, your Training Provider will provide you with information on what to do next.

If you do want to do more, it's important that you discuss these options with your employer to be sure your ideas fit in with their plans.

When you have completed your course, your Training Provider may ask for your thoughts and comments on how well the programme met your needs and expectations.

What are my responsibilities?

Individuals undertaking Work Based Training courses are required to:

- * Conduct themselves in a courteous manner with respect to other learners and employees
- * Attend any on or off the job training as planned. If this is not possible, notify the Training Provider and employer at the earliest opportunity
- * Complete any assignments or tasks set by your Trainer or Assessor on time, if this is not possible, notify your Trainer or Assessor at the earliest opportunity
- * Notify your Training Provider immediately if you feel you need any additional support with your course
- * Return any materials or property loaned to you by the Training Provider on completion of your course.

Please note that in addition to the above your Training Provider or employer may ask you to meet additional company responsibilities.

If you are unhappy about any part of your Work Based Training Programme, firstly raise the matter with your Trainer or Assessor, then the Training Provider directly. If you need additional help, please contact BCTG on **08000 321 222**, or via our website at **bctg.org.uk**



What can I do next?

Successfully completing your course gives you a wide range of options for progressing onto other types of learning. Now you've already made the commitment to learning, keeping going is the easy part!

There are a range of routes available. Apprenticeships aren't just for young people; each year over 250,000 people of all ages undertake an Apprenticeship.

Level 2 Apprenticeship Framework

If you have just completed a Skills for Life award, such as literacy or numeracy, the next step is to move up to a Level 2 Framework in the skills needed for your current job. This will usually include a vocational qualification, Key or Functional Skills, and often a job specific qualification sometimes called a Technical Certificate.

Level 3 Advanced Apprenticeship Framework

If you have already completed a Level 2 award, then progressing onto a Level 3 Framework can be the way to go. Dependent on the job you currently do, there could be an opportunity to progress and take on some more responsibility. Similar to the Level 2 Framework, the Advance Framework includes Key or Functional Skills and often a Technical Certificate.

It is important you talk to your employer first to identify if it is possible for you to work towards a Level 3 award, then get in contact with your Training Provider who can give you more details.

Level 4 Higher Apprenticeships

For some people already in a management role, it may be possible to jump straight from a Level 2 award to a Level 4. If you think this is the right option for you, talk to your employer and Training Provider.

It's important that before you decide on any of the steps above, you talk to your employer to see how your ideas fit in with their plans and how they impact on the business.

If you need more information on your next steps talk to your Training Provider or call us at BCTG on 08000 321 222.

Know your rights – a few useful things

At the moment there are several different laws to protect people from discrimination on grounds of:

- * Race
- * Sex
- * Sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- * Disability (or because of something connected with their disability)
- * Religion or belief
- * Being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called 'gender reassignment' in law)
- * Having just had a baby or being pregnant
- * Being married or in a civil partnership (this applies only at work or if someone is being trained for work) and
- * Age (this applies only at work or if someone is being trained for work).

The Equality Act 2010 simplifies the current laws and puts them all together in one piece of legislation. Also it makes the law stronger in some areas.

Most of the Equality Act will start to apply in October 2010 – full details of how this new Act may apply to your circumstances are documented in a short factsheet which is available at www.adviceguide.org.uk.

The factsheet entitled Equality Act 2010: What do I need to know? A Summary Guide to Your Rights, sets out the law as it stands and gives examples and scenarios of where the law applies.



Health & Safety

There are a whole range of laws aimed at keeping people safe whilst they are at work. One important law called the Health & Safety at Work Act 1974 sets out specific rules that employees and employers must follow. These include:

For Employees

- * To act safely at all times and take responsibility for their acts and omissions
- * To use tools, equipment, materials and any substances correctly and safely as instructed
- * To tell their employer if they find something that is, or has the potential to be a risk or hazard

For Employers

- * To ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his/her employees
- * To provide plant, equipment and systems of work that are, so far as is reasonably practicable, safe and without risks to health
- * So far as is reasonably practicable, to ensure the safety and absence of risks to health relating to the use, handling, storage and transport of articles and substances
- * To provide information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his/her employees
- * So far as is reasonably practicable, to maintain the workplace in a condition that is safe and without risks to health; and provide access to and exits from it that are safe and without risk
- * To provide a working environment that is, so far as is reasonably practicable, safe, without risks to health, and provide adequate arrangements for welfare at work

You can find out more about health and safety regulations by visiting the Health & Safety Executive's website at www.hse.gov.uk

Safeguarding

BCTG are committed to practices that protect children and vulnerable young adults from harm and have our own Policy & Procedures regarding safeguarding. This is in addition to any policies your employer or Training Provider may also have in place to protect you.

BCTG take very seriously their responsibility towards their learners and staff and operate a policy of zero tolerance regarding abuse of any kind.

You can see our full Safeguarding policy at bctg.org.uk.

Reporting Your Concerns

What should you do if you are the victim of abuse, or abuse is disclosed to you – who do you tell?

Your Training Provider will have a Designated Safeguarding Officer. They are responsible for responding to concerns in relation to all aspects of Safeguarding of learners. If you are concerned about anything in the first instance you should contact your employer or your Training Provider's Designated Safeguarding Officer who will be able to help you.

If however they are not available or you would prefer, you can contact us directly at BCTG.

Sue Baker, 14-19 Manager is the Designated Safeguarding Officer at BCTG and she can be contacted on 0121 543 3929.

In her absence Jo Robb, Operations Manager or Chris Luty, Managing Director are trained deputies and can be contacted on 0121 544 6455.

Helping us to improve – collecting your feedback

We are keen to ensure that all the training offered by BCTG and its partners fully meet the needs and expectations of learners and employers.

To do this we need your feedback on what has worked well, and the areas that needed improvement. We try to collect this feedback in several ways, for instance by telephone, by mail and through our website.

We may call you directly to get your feedback. If we do this, please remember that our staff members will always introduce themselves by name and explain why they are calling. We will always keep the calls short, usually only a few minutes, but if it's inconvenient to talk, please tell us straight away and we will arrange a better time to call back.

If you do not want BCTG to contact you regarding your training, or if we have the wrong contact details, please let us know immediately on 08000 321 222 or email us on enquiries@bctg.org.uk

As part of this follow up work, you may also be contacted by other organisations such as the Skills Funding Agency, the organisation who funds the training, who are also interested in your feedback.

Where can I get more information or help?

ACAS (Arbitration Conciliations Advisory Service)

Information on your employment rights and responsibilities, including issues such as sex discrimination, sexual orientation and equal pay.

www.acas.org.uk

Citizens Advice Bureau

Helps people solve their legal, money and other problems by providing free independent and confidential advice.

www.citizensadvice.org.uk

Directgov

Lists the support and advice services that are available nationally.

www.direct.gov.uk

Help to improve your English skills

Direct Gov 'Get On' Helpline – **0800 100 900**

Advice in other languages

Farsi **0800 093 1116**

French **0800 093 1115**

Gujarati **0800 093 1119**

Punjabi **0800 093 1333**

Polish **0800 093 1114**

Somali **0800 093 1555**

Sylheti **0800 093 1444**

Urdu **0800 093 1118**

Welsh **0800 100 900**

Notes

Acknowledgements

In compiling this guide, BCTG has used materials from a range of sources. These include:

- Skills Funding Agency
- OFSTED
- Quality Improvement Agency Excellence Gateway
- The Equality & Human Rights Commission
- Health & Safety Executive



