

## **Wiltshire Council Human Resources Apprenticeship Scheme Policy and procedure**

This policy can be made available in other languages and formats such as large print and audio on [request](#).

### **What is it?**

This policy outlines how apprenticeships can be utilised within Wiltshire Council and how managers recruit, support and develop apprentices within their teams.

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## **Who does it apply to?**

This policy applies to all employees appointed to an apprenticeship at Wiltshire Council, with the exception of those apprentices who transfer into the council under TUPE and teaching and non-teaching staff employed in maintained schools or academies.

## **What are apprenticeships?**

1. Apprenticeships are work-based training programmes which will lead to a nationally recognised qualification or set of competencies. Through their apprenticeships, apprentices gain the technical knowledge, practical experience and wider skills they need for their immediate job and future career. Apprenticeships are either on a Framework or a Standard (frameworks are being phased out) and apprentices will need to demonstrate that they have learned the appropriate skills by either completing a portfolio of work or undertaking an end point assessment. Apprentices will have monthly meetings with a training provider to complete on and off the job training; this will also be supported by their manager and/or mentor.
2. Apprenticeships are open to anyone over the age of 16, whether school leavers or with work experience and may include those who want to improve skills in their chosen career or start a new career. No upper age restrictions apply. Applicants to the programme must be living in England, have been a citizen or continuously resident in the Economic European Area (EEA) for 3 years prior to appointment and not in full time education.
3. An apprentice role:
  - Should ideally be for a minimum of 30 hours per week but the length of an apprenticeship can be extended to accommodate fewer working hours:
    - may be a new role within your team
    - may be an existing role which could be converted into an apprentice role
    - may be upskilling of a current employee for future succession planning, and
  - Must involve at least 20% off the job training (for more information about what the 20% off the job training is defined as, including examples, refer to the Apprenticeship Guidance)
4. An apprenticeship must run for at least 1 year, but depending upon the type and level of the programme can run up to 5 years. Extensions to an apprenticeship agreement may be considered depending upon circumstances.
5. There is a government target for the council to employ 2.3% of its workforce as apprentices which currently equates to approximately 266 apprentices per year.
6. The HR&OD strategic business partner and apprenticeship and training co-ordinator will discuss with managers what suitable apprenticeship standards or frameworks are available.

7. Frameworks are slowly being phased out and replaced by Standards. The Standards show what an apprentice will be doing and the skills required of them, by job role. Standards are developed by employer groups known as 'trailblazers'. More Standards will be published as they are developed and approved.
8. Apprenticeships have equivalent educational levels:

<b>Apprenticeship Level</b>	<b>Equivalent</b>
Level 2	GCSE, NVQ Level 2, Level 2 National Certificate
Level 3	A-Level, NVQ Level 3, Level 3 National Diploma
Level 4	CertHE, HNC, NVQ Level 4
Level 5	DipHE, HND, NVQ Level 5
Level 6	Degree with honours (BA, BSc)
Level 7	Integrated Master's degree, Master's Degree.

### **The Apprenticeship Levy**

9. With effect from 6 April 2017 the council have to pay 0.5% of its pay bill into the apprenticeship levy.
10. The apprenticeship levy can be used to fund the cost of apprentice training and the end point assessment.

### **The Apprenticeship Digital Account Service (DAS)**

11. The DAS holds the funds the council has paid into the levy.
12. The DAS enables the council to view the funds that it has available to spend on apprenticeships. This will pay the training provider to deliver the chosen apprenticeship training and fund the end-point assessment.
13. Funds from the digital account can be used for:
- On-the-job and off-the-job training through an externally contracted training provider.
  - Planned on-programme assessment and the formal end-point assessment, including any costs associated with external quality assurance and the certification of the apprenticeship.
  - Distance, online or blended learning related to the off the job training element of an apprenticeship.

- Registration, materials, examination and certification, where delivered as part of the apprenticeship programme excluding any licences to practice.
- Any administration directly linked to the training, education and end-point assessment.

### **Additional Payments**

14. The council may receive a payment towards the additional cost associated with training if at the start of the apprenticeship, the apprentice is:
- Aged between 16 and 18 years old (or 15 years of age if the apprentice's 16th birthday is between the last Friday of June and 31 August).
  - Aged between 19 and 24 years old and has either an Education, Health and Care Plan provided by the local authority, or has been in the care of the local authority.
15. Funding from the Education and Skills Funding Agency (ESFA) can also be drawn down for apprentices to achieve qualifications in English or Maths, if they do not meet the minimum standards set out by the government which are GCSE A\* to C in English and Maths. This will not be deducted from the Wiltshire Council digital account as it's paid directly to training providers.

### **Register of Apprenticeship Training Providers (RoATP) and Wiltshire Council's approved list of training providers**

16. The ROATP is a register which holds details of all approved training providers who have the overall responsibility for the training and on-programme assessment and end-point assessment for the apprentice.
17. Training providers can be colleges, universities, charities, private companies or local authorities. The training provider may sub contract some or all of the training to other approved training providers.
18. The council will undertake a procurement process to identify training providers to deliver apprenticeships. The apprenticeship and training co-ordinator will be able to advise who these approved training providers are and will work with managers to identify new training providers when required.

### **Employee Costs**

19. Employment costs can not be funded by the levy and are as follows:
- Payment of the apprentice's salary and any other related contributions.

- Management time to support the apprentice in the workplace and to take an active part in any review sessions as provided by the approved external training provider.
- 20% of time out of the workplace to allow the apprentice to attend formal training, time with an assessor to review progress, plus any other apprenticeship events where their presence is required.
- Any additional costs for additional equipment i.e. tool kits, safety items, educational visits, annual subscriptions.

### Salary rates

20. The table below details the minimum hourly rates payable depending upon the age of the apprentice and the level of apprenticeship they are doing. Subject to the requirements of the role being undertaken for the duration of the apprenticeship at L4 or higher apprenticeship the rates below provide options of what the rate of pay may be.

Pay rates for apprentices - as at 1 April 2017

Age under 18 L2 & L3	Age 18 – 20 L2 & L3	Age 21 - 24 L2 & L3	Age 25+ L2 & L3	Age over 18 L4	Age over 18 L5	Age over 18 L6	Age over 18 L7
£4.22 ph	£5.60 ph	£7.05 ph	£7.50 ph	£9.72 ph	£10.71 ph	£11.74 ph	£15.63 ph
£8,146 pa	£10,804 pa	£13,602 pa	£14,470 pa	£18,746 pa	£20,661 pa	£22,658 pa	£30,153 pa
Increase in line with GLPC pay award	Increase in line with NMW	Increase in line with NMW	Increase in line with NLW	Increase in line with GLPC pay award	Increase in line with GLPC pay award	Increase in line with GLPC pay award	Increase in line with GLPC pay award

NB: For all apprentices appointed prior to October 2016 they will continue to be paid their current rate of pay for the remaining term of their apprenticeship.

21. These rates will increase in line with the national GLPC annual pay award, national minimum wages (NMW) and the national living wage (NLW) rates.

### **End-point assessment**

22. End-point assessment is an assessment of the knowledge, skills and behaviours which have been learnt throughout the apprenticeship
23. Apprentices will not be able to achieve an apprenticeship Standard without satisfying all the requirements of the assessment plan, including the end-point assessment

### **New Apprentice Roles**

24. It is the council's objective to recruit and develop apprentices who will continue their employment, following completion of the apprenticeship programme, and develop their career within the council. Therefore, when creating an apprenticeship role, managers must consider how the role will develop in the current team structure, in consultation with the HR&OD Strategic Business Partner, and how the skills could be transferable across the council. Managers must secure an ongoing budget for a role which the apprentice can move into, on completion of their apprenticeship.
25. The apprenticeship post will be attached to the substantive role description of the post which, on successful completion of the apprenticeship, the apprentice will move into.

### **Transferring a vacancy into an apprenticeship role**

26. Where vacancies arise consideration should be given as to whether the role could be converted into an apprenticeship. The manager will need to demonstrate how the role could be filled by an apprentice and have liaised with the HR&OD Strategic Business Partner and Apprenticeship and Training Co-ordinator regarding the options and feasibility of this.
27. Where it is agreed that there is an opportunity to convert the vacancy to an apprenticeship the role description for the post will be converted to an apprenticeship description, with the relevant apprenticeship framework or standard included, prior to advertising the apprenticeship opportunity.

### **Apprenticeship opportunity for internal staff**

28. The council will use the apprenticeship levy to supplement current employees' training and development. The HR&OD Strategic Business Partner and Apprenticeship and Training Co-ordinator will be able to discuss options and opportunities with managers.
29. Current employees can apply for an advertised apprenticeship post. They will move to the apprenticeship and be paid on the advertised apprenticeship pay rate and then move to the substantive role on successful completion of the apprenticeship.

### **Upskilling using apprenticeship**

30. For existing employees there may be an opportunity to undertake an apprenticeship to gain a qualification and work experience in an area which is relevant to the service area / team they are employed in. The employee will remain in their current post and salary and following successful completion of the apprenticeship will remain in their post. Upskilling current staff through apprenticeships provides the potential for these staff to apply for future promotion roles when they are advertised. Where a manager is considering upskilling for a member of their team they need to speak with their HR Strategic Business Partner in the first instance, prior to discussing this with their team member.

### **Apprentice recruitment process**

31. To recruit an apprentice, managers will need to follow the council's recruitment policy and procedure which includes gaining authorisation to fill the vacancy through Talentlink and creating the role on SAP (or converting the existing vacant post into an apprentice role) using the SAP position creation form. Refer to managers guide to the e-recruitment system [Talentlink guidance for managers](#) and [Talentlink guidance for Service Directors](#).
32. Managers will need to identify the role description for the substantive post the apprentice will move into upon completion of the apprenticeship and then liaise with recruitment to transfer this into an apprenticeship role description and text to support the advert.
33. Managers should follow the usual recruitment process, liaising with the apprenticeship and training co-ordinator to ensure the vacancy is advertised on the National Apprenticeship Service (NAS) website where applicable.
34. Some apprenticeship roles will require a DBS check and this should be highlighted on the approval to recruit form as it will need to be included in the job advertisement and the DBS check carried out on the preferred candidate. Refer to the policy on [DBS](#) checks.
35. Some apprenticeships will require previous experience in order for the candidate to have the required skills and experience to meet the requirements of the substantive role description at the end of the apprenticeship. Where this is the case this will be included in the recruitment process (i.e. highlighted in the advert text and included in any interview process)
36. Apprentices can apply for the role via the council's recruitment website.
37. Once the candidates have been short listed, interviews should be held. Managers should also refer to the [recruitment policy and procedure](#).
38. When a suitable candidate has been selected as the preferred candidate, the normal [recruitment procedure](#) should be followed. This will include the completion of a pre-



employment questionnaire and any [reasonable adjustments](#) will be identified and measures put in place to accommodate them.

### **Safeguarding of young persons and vulnerable adults**

39. The council takes its responsibilities seriously under the [safeguarding vulnerable groups act 2006](#). The recruiting manager is responsible for ensuring that safe recruitment practices are followed when recruiting into roles dealing with young persons and vulnerable adults.

40. The recruiting manager should refer to the following policies/guide:

- [employment of children and young persons](#)
- [DBS](#)
- [guidance for managers on safer recruitment](#)

### **Equality of opportunity and diversity**

41. Refer to [guidance for managers on equal opportunities in recruitment](#) for further equality and diversity issues and considerations.

### **Supporting an apprentice**

42. The key element of an apprenticeship programme is to combine work-based learning with the achievement of formal qualifications. To achieve this, the apprentice has an individual learning plan, and must sign an apprentice agreement. This will outline the training programme with the training provider, including duration, key dates and attendance. It will also apply focus to the learning and identify key achievement milestones.

43. The individual learning plan will be developed by the training provider with input from the manager and the apprentice. This document will then be used to develop a structured work experience and development programme which supports the formal study element of the apprenticeship. Any [reasonable adjustments](#) required, such as training formats or additional support will be included.

44. An apprentice will be allocated a mentor as agreed with the line manager. Their main role is to provide an additional source of support to the apprentice. This will give the mentor the opportunity to develop supervisory and performance management skills.

45. Managers or mentors are required to hold regular one to ones with their apprentice to coach them within their role, to ensure they are performing satisfactorily and are developing their skills in work. This should be recorded in grow. Managers are also required to liaise with the training provider to provide “on the job” feedback regarding their employee’s progress. In some cases this may be a supervisor or mentor who has been allocated the role as part of their own development.

### **At the end of the apprenticeship**



46. Once the apprentice has successfully completed their apprenticeship it is expected they will move into a substantive post within the team where they were an apprentice.

### **Employment opportunity**

47. If the originally identified post within the team is no longer available the apprentice will be supported to look for suitable vacant posts across the council which they could apply for.

48. Where an apprentice moves into the substantive role or is appointed into another post they will be subject to the Council's probationary period from the date of appointment, although their continuous start date will be from when they commenced their apprenticeship.

### **Ending an apprentice role**

49. The apprenticeship ends when the Framework or Standard, including successful completion of end-point assessment, and qualifications have been completed within the timescale originally set for the apprenticeship, unless an extension has been agreed then it will be at the end of the extended period.

50. The council will make every effort to find a suitable post for the apprentice. However if this is not possible and in accordance with the apprentices contract, the manager will inform the apprentice giving appropriate notice that the apprenticeship will end.

### **Roles and responsibilities**

#### **Line manager responsibilities**

51. Identify the skills gap within their team which could be filled by employing an apprentice

52. Identifying the substantive post within their service that the apprentice will move into following the completion of the apprenticeship.

53. Identify funding for the apprenticeship role to cover salary and on costs and ongoing budget to fund the substantive post within the structure.

54. Identify or create the role description for the substantive post and liaise with the Apprenticeship Co-ordinator to make relevant for the apprenticeship role.

55. Gain authorisation to recruit to the apprenticeship post

56. Liaise with the recruitment team to design advert text

57. Interview prospective apprentices in line with the council's recruitment policy

58. Provide a safe and secure working environment
59. Ensure that the apprentice has time for study and is given work that develops their skills – knowledge and experience which is linked to their Individual Learning Plan
60. Liaise promptly with the recruitment team to ensure HR Payroll Administration receive all appropriate paperwork
61. Allocate a work space for the apprentice and order any equipment they may need
62. Allocate a mentor
63. Organise an induction and risk assessment. Contact HR case adviser/Occupational Health and Safety.
64. In the first arranged one to one meeting, ensure the apprentice understands what is required from them in the workplace and refer them to HR Direct and to the policies which they need to understand for instance absence, email and internet usage, and conduct and performance
65. Assess performance and have regular reviews with both the apprentice and tutors from the training provider

#### **HR&OD Strategic Business Partners responsibilities**

66. Liaise with managers to provide advice & guidance on identifying suitable apprenticeship opportunities, ensuring this is in line with the service structure and supports succession planning.

#### **Apprenticeship and Training Co-ordinator responsibilities**

67. Provide the manager with advice regarding relevant apprenticeship Standard and Frameworks.
68. Provides support with converting the substantive role description to an apprenticeship role description and advise on advert text.
69. Provide advice for interview/selection processes.
70. Negotiate with the approved training provider regarding the content of the apprenticeship standard and cost to provide it.
71. Ensure a detailed individual learning plan is provided for agreement with the line manager and the apprentice.
72. Sign the apprenticeship agreement, ensuring all parties are aware of their responsibilities

73. Support and advise the line manager and apprentice on the learning programme for its duration
74. Ensure the training is delivered in line with the apprenticeship Standard or Framework and resolve any queries
75. Assessment and evaluation of the programme once the apprentice has completed their placement
76. Carry out an exit meeting and countersign completion documents.
77. Complete change form on completion of apprenticeship and email form to payroll and recruitment to trigger permanent contract and change in salary.
78. Ongoing evaluation of external training provision.
79. Manage Wiltshire Council's apprenticeship levy funds and ensure the correct use of the Digital Apprenticeship Service.

### **Apprentice responsibilities**

80. Attend planned and agreed formal learning and development sessions whilst working towards the apprenticeship framework either through day or block release, through generic in house or external courses
81. Complete assignments/coursework related to their programme by the set deadlines
82. Perform the job to the best of their ability
83. Discuss any problems, issues or concerns about the programme or their work with their manager, mentor or Apprenticeship and Training Co-ordinator.

### **Recruitment**

84. Using information provided by the manager/Apprenticeship & Training Co-ordinator on the e-recruitment system, create an advert which will include standard apprenticeship agreed text.
85. Respond to recruitment queries from prospective candidates
86. Initiate all new starter actions including any DBS clearance
87. Ensure that new starter information is sent via an e-form to the payroll team.
88. Issue written conditional apprenticeship offer to candidates

89. Set up electronic personal files and ensure a copy of all relevant documentation is held on the file including a signed copy of the apprenticeship agreement and the interview notes.
90. Issue contract of permanent employment on completion of apprenticeship.

### **Equal Opportunities**

This policy has been Equality Impact Assessed to identify opportunities to promote equality and mitigate any negative or adverse impacts on groups.

*If appropriate:*

Managers will make any necessary adjustments to ensure that all employees are treated fairly. For further information see the guidance on equal opportunities in

### **Legislation**

This policy has been reviewed by an external legal organisation to ensure compliance with (the above legislation and) our statutory duties.

### **Advice and guidance**

If you require help in accessing or understanding this policy [or completing any of the associated forms] you should contact your line manager or trade union representative if you are a member.

If, due to the nature of your query, it is not appropriate to contact your line manager you should contact your head of service who will nominate an appropriate manager or colleague to help you.

See [guidance for managers – giving advice on policies](#).

### **Further information**

There are a number of related policies and procedures that you should be aware of including:

- Apprenticeship guidance
- Apprentice FAQs
- Recruitment Policy and Procedure
- Criminal records disclosures
- Politically restricted posts
- Code of conduct
- Disciplinary

## Guidelines

- [guidance for managers to managing appointments through e-recruitment](#)
- [talentlink guidance for Service Directors.](#)
- [guidance for managers to recruitment](#)
- [guidance for managers to safer recruitment](#)
- [guidance for managers - reasonable adjustments](#)
- [guidance for managers - equal opportunities in recruitment](#)
- [guidance for managers – induction](#)
- [recruitment flowchart](#)

## Forms

- [form - SAP configuration request](#)
- [form - approval to recruit](#)
- [template - short listing matrix](#)
- [form - interview assessment](#)
- [form - preferred candidate](#)
- [form - DBS clearance information](#)

## Other

- [recruitment training](#)
- [safer recruitment](#)

For further information please speak to your supervisor, manager, service director or contact your [HR advisor](#).

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