



Apprenticeship Scheme

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What is an Apprentice?

An apprenticeship is a combination of employment and training (the apprentice obtains a nationally recognised qualification upon completion) for anyone between the ages of 16 to 24. Employers pay the apprentice and provide training (usually through a recognised training provider) - see Pay and Training costs below within the context of their organisation, so apprentices contribute to the organisation's productivity while developing their own skills. The apprenticeship will last for at least 12 months.

Who can be an Apprentice?

Apprenticeships are available to anyone over 16 years of age who is not in full-time education and who has obtained an employment contract with you. The individual can be a new or existing employee, but we recommend using this to recruit new talent and provide a career route into your organisation.

Types of Apprenticeship

There are more than 240 apprenticeship frameworks across the UK, covering most occupations and sectors. In the public sector in Surrey a number of previous and current apprenticeships have been undertaken such as:

Business Administration (NVQ 2 and NVQ3)
Customer Services (NVQ 2 and NVQ 3)
Electrician
Plumber
Horticulture
Sport
IT

Training Providers

Training Providers are a necessary part of apprenticeships as they are responsible for 'signing up' apprentices and providing the training for which they are reimbursed through government channels.

A number of training providers have been used by local authorities in Surrey and range from local colleges to independent specialist organisations. Please see page 7 for a list of providers used and feedback on the quality and level of service provided.

What does the external provider do?

The external training provider will be responsible for:

- Agreeing the overall learning programme and signing the Apprenticeship agreement
- Carrying out a skills scan to ensure that the work that the apprentice will be undertaking matches the criteria for the qualification
- Working with the employer and the apprentice to develop the Individual Learning Plan (ILP)
- Registering the apprentice with the relevant Awarding Bodies for the NVQ, and the relevant Key Skills
- Delivering the "off the job" elements of the learning programme
- Assessing the components of the learning programme within the workplace
- Conducting regular reviews with the Apprentice and Manager, at least every 12 weeks
- Monitoring and recording the progress of the apprentice against Individual Learning Plan targets and where appropriate, agreeing modifications to the ILP
- Providing final 'sign off' for the assessment process where expert witnesses are involved in the work based assessment process
- Providing centre co-ordination and internal verification processes for all 'qualification' aspects of the Apprenticeship
- Keeping the manager informed of the Apprentice's progress on a regular basis
- Acts as a source of pastoral support for the apprentice

Pay

The Surrey districts and boroughs have agreed that the financial framework for apprenticeships will be based on the minimum salary requirements (data supplied by Direct.gov and subject to change every October). As at October 2011 the following rates will apply:

Age	£
16-18	2.60/hour (minimum)
19+	2.60/hour (minimum) in the first year
19	5,000 + on costs + 50% training costs (after first year)
20	9,500 + on costs + 50% training
21+	11,500 +on costs + 50% training

Surrey County Council has a higher rate of pay for apprenticeships but this is under review.

Training Costs

The government 'funded' element of apprenticeships relates to training costs only. Apprenticeships are only available between the ages of 16 and 24. Pay and training costs are linked to age as follows:

Age	Approx Min Salary (ex. on costs)	% Funded Training
16 – 18	£5k	100%
19	£5k	50% (+50% employer)
20	£9.5k	50% (+50% employer)
21+	£11.5k	50% (+50% employer)

Employing 16 – 18 years olds is the cheapest option on which to employ an apprentice but to do so may lead to equality issues. It is noted that the 16-18 age group will often require additional support in terms of time from HR and/or managers to make the transition into work.

What does the employer/manager need to do to support an apprentice?

The Manager needs a clear idea of the role and responsibilities the apprentice will undertake, and must ensure that the apprentice is given the opportunity to experience real work activities whilst developing their skills and knowledge.

Line managing an apprentice will involve a significant time commitment at the outset; however, this will decrease as the young person settles in and becomes more confident in their role.

The manager should also consider offering the apprentice:

- A mentor and/or buddy
- Supervisory support for the duration of their apprenticeship.

The Manager has the same responsibilities for an apprentice as for any other members of their team.

The role of the Line Manager includes:

- Ensure the apprentice is assimilated into the team and is involved in all team activities.
- Have meetings (initially weekly) with the apprentice to discuss their progress, set and monitor work targets, support them in achieving their learning goals and address any concerns or worries.
- Ensure that regular meetings with their Buddy, NVQ Assessor and/or tutor take place
- Ensure other staff know that the apprentice is starting and understand their role
- Make sure staff do not regard the apprentice as someone to do 'odd jobs'
- Identify a work base
- Give praise and recognition of achievements and effort
- Give reassurance that they can ask questions at any time

Please also see the Manager's Guide within the appendices.

How to recruit an apprentice?

- Cluster recruitment (neighbouring authorities to advertise run shared assessment days)
- Consider one recruitment drive per year
- Surrey Jobs
- Job Centre
- Schools/College (timings Feb/arch/August)
- Recruitment fairs (jointly)
- National apprenticeship websites (through training providers)

Appendices: Please see the following pages.

Training Providers

Provider and contact details	Used by	Comments
Associated Neighbour Training 01737 842286 neighbourtrain@btclick.com	<ul style="list-style-type: none"> Tandridge DC SCC 	Business Administration NVQ 2 and 3 – workplace learning
BILM	<ul style="list-style-type: none"> Reigate & Banstead BC 	Business Improvement Techniques (not recommended)
Brooklands College – Weybridge	<ul style="list-style-type: none"> Elmbridge BC 	
East Surrey College	<ul style="list-style-type: none"> Reigate & Banstead BC Tandridge DC 	Electrical apprenticeship – day release
Guildford College of Technology	<ul style="list-style-type: none"> Guildford BC Waverley BC 	(Lacking organisation and Admin skills)
Hadlow College	<ul style="list-style-type: none"> Tandridge DC 	Horticulture NVQ 3 – day release
ICON	<ul style="list-style-type: none"> Woking BC 	
IRRV	<ul style="list-style-type: none"> Tandridge DC 	Revenues and Benefits NVQ 3 – workplace learning
Ketis	<ul style="list-style-type: none"> Tandridge DC 	Customer Service NVQ 3 – workplace learning (feedback is very good.)
Key Training Ltd 07947721264 peter.sharpe@keytraining.co.uk	<ul style="list-style-type: none"> SCC 	
London Learning Consortium, 020 8774 4040 s.forzani@londonic.org.uk	<ul style="list-style-type: none"> SCC 	
Merrist Wood	<ul style="list-style-type: none"> Tandridge DC 	Grounds Maintenance NVQ 2 and 3 – day release
Plumpton Agricultural College	<ul style="list-style-type: none"> Reigate & Banstead BC 	
R&D Care	<ul style="list-style-type: none"> Woking BC 	
Waverley Training Services	<ul style="list-style-type: none"> Waverley BC 	
Weir Training (Chertsey) 01932 567626 dhaugh@weirtraining.co.uk	<ul style="list-style-type: none"> Tandridge DC SCC 	Customer Service NVQ – (feedback very poor and Tandridge would not use them in the future).

Press Release

Surrey First Apprenticeship Scheme – Surrey Local Authorities working in partnership

As part of the Surrey First initiative, Surrey District and Borough Councils and Surrey County Council are delighted to announce the launch of the Surrey First Apprenticeship Scheme.

The development of an apprenticeship scheme is a priority for local authorities in Surrey. There are benefits for young people who may otherwise face unemployment or not be engaged in further education; benefits for us as major employers in the county to have a more balanced workforce (reflecting the community we serve); and to take a proactive role in nurturing education and training for young people in Surrey as well as addressing skills gaps.

The Surrey First Apprenticeship Scheme aims to increase the number of apprenticeships in Surrey local authorities and we have developed best practice within and between authorities.

The first group of successful applicants will start in (insert date) for one year and will be based within (state which authorities). Apprentices will be paid £95 per week and during the scheme will also study for a NVQ in Business Studies.

We are looking for Applicants aged between 16 and 19 years old at the start of the Scheme.

The closing date for applications is (insert date)

For more information about the Surrey First Apprentice Scheme or an application form, please contact **???????** or visit www.surreylocalgovernment.gov.uk/surreyfirst

Job Advert

16 to 19?

Not sure what to do next?

You can get ahead as a Surrey First apprentice

We're looking for motivated young people to work in services across the Councils within Surrey, from Leisure to Housing, Communications to Council Tax. We currently have opportunities at [insert LA name(s)].

Work with us and you can expect:

- Real work that helps the local community and looks good on your CV.
- Minimum pay of £ [as appropriate] a week.
- Free training in NVQ Level 2, tailored to your job.
- Paid holidays.

You'll be supported throughout the apprenticeship scheme by a manager, a mentor and other apprentices who will join the scheme at the same time as you.

Interested? Go to www.surreyjobs.info and download the information pack. Please read it carefully before completing the application form – and let us know if you need any help.

Questions? Search for 'Surrey First Apprenticeship Scheme' at www.surreylocalgovernment.gov.uk/surreyfirst or if you don't have Internet access, phone 01483 523384 to get an application form or for help with your queries.



Job Description Template

Job Description

Position title:

Position ref:

Council:

Grade:

Directorate/Department

Hour per week:

:

Service Unit:

Date prepared:

Responsible to:

Location:

1. Purpose of the job

- 1.1. To work as part of a team to provide administrative assistance and support to the [insert service name] service, to assist the team[s] in providing an efficient, effective and customer focused service.
- 1.2. To complete a 12-month training programme working towards an NVQ in Business Administration Level 2.

2. Main duties and responsibilities

- 2.1. [Insert as appropriate]
- 2.2.
- 2.3.
- 2.4.
- 2.5.
- 2.6.
- 2.7.
- 2.8.
- 2.9.

No job description can cover every issue which may arise within the position at various times. The position holder is expected to carry out other duties from time to time that are broadly consistent with those in this job description.

3. Development

(What you can expect to learn and what is expected of you over the course of your apprenticeship.)

Timeframe	What you can expect from [Council]	What [Council] expects of you
3 months	<ul style="list-style-type: none"> • To gain an understanding of basic office administration and the office environment. • To be given training in the systems and IT equipment. • To be trained to answer the telephone. • To be given your own specific tasks. • To be given time to complete NVQ work. 	<ul style="list-style-type: none"> • To attend the Apprenticeship Induction. • To attend the Council induction. • To be punctual. • To be attentive and willing to learn. • To be courteous to other team members.
6 months	<ul style="list-style-type: none"> • To be given support to answer and deal with basic telephone enquiries. • To be given support to develop basic office administration skills. • To be given time to develop IT skills. • To be given a variety of work. • To be given time to complete NVQ work. 	<ul style="list-style-type: none"> • To have a polite, friendly and professional telephone manner. • To have a positive approach to learning. • To be prepared to learn new skills and adapt to change.

5.4. Appraisal and staff development

The Council expects all staff to participate in its processes for appraisal and staff development. Those with a managerial responsibility must ensure that all staff within the section are appraised at least once a year, with a six monthly review.

5.5. Confidentiality

The Council is committed to maintaining privacy of all its staff and customers. It expects all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Criteria for selection

Comments and interview notes (Please use additional sheets of paper if you need to.)

E = Essential

Assessment method

A = Application

T = Test

Result

M = Met

Education/Training/Qualifications

Basic standard in English and Maths (as required by NVQ provider).

E

A/T/I

Must be prepared to complete all NVQ requirements and in-house training.

E

A

Good understanding of Microsoft Office (Word, Excel, PowerPoint)

P

A

Communication skills

Positive attitude when asked to complete tasks.

E

A/I

Good listening skills.

E

A/I

Able to understand others' points of view.

E

A/I

Experience of using a range of different communication styles eg face-to-face, telephone, email, letter.

P

A/I

Team working skills

Works with other people to achieve shared goals.

E

A/I

Delivers the work asked of.

E

A/I

Treats everyone with respect.

E

A/I

Experience of team working where you have achieved a shared goal (eg sport team competition, school project, Scouts/Guides badges etc).

P

A/I

Customer service skills

Prompt in responding to enquiries.

E

A/I

Friendly and helpful.	E	A/I		
Able to accurately record customer requests.	E	A/I		
Motivated to help resolve customers' problems.	E	A/I		
Experience of paid or voluntary work dealing with customers (eg as a receptionist, in a shop or restaurant).	P	A/I		
Managing self				
Reliable.	E	A/I		
Able to meet deadlines.	E	A/I		
Output to accurate work.	E	A/I		
Experience of helping to arrange an event or activity that had to run to time (eg school play/production, music event, school dance).	P	A/I		
Can-do approach				
Takes pride in work.	E	A/I		
Responds to changing needs and circumstances.	E	A/I		
Keen to learn and develop skills.	E	A/I		
Experience of making improvements to an existing project or starting something new (eg setting up a club, making changes to something in school or at work that has made something work better).	P	A/I		
Special requirements				
Able to prove eligibility to work in the UK.	E	At offer stage		

Person Specification and Interview Assessment Form

Position title:

Position ref:

Council:

Grade:

**Directorate/Department
:**

Hour per week:

Service Unit:

Date prepared:

Responsible to:

Location:

Candidate name:

Date of interview:

Application Pack: Please see the following pages

Letter 1 – covering letter sending out Application Pack

Dear Applicant,

Surrey First (type of?) Apprenticeship

Thank you for your interest in this post. I am pleased to enclose a full recruitment pack containing:

Application Form

Job Description and Person Specification

How to complete application (Hints and Tips)

Additional information about the Surrey First Apprenticeship Scheme is available on www.surreylocalgovernment.gov.uk/surreyfirst *The attached details about this post, together with an electronic copy of the application form can be found on our page of the surrey jobs web site: ?.*

Any of our documents can be produced in large print, Braille or on tape if you have difficulty in reading them.

The **closing date** for this post is ? and completed application forms must be received by? on this date.

Yours sincerely,

Application Form



Apprenticeship Application Form

Please return the completed form to:

Surrey First Apprenticeship Scheme

c/o Organisational Development

Waverley Borough Council

The Burys

Godalming

Surrey GU7 1HR

Or email it to: [\[sfas@waverley.gov.uk\]](mailto:sfas@waverley.gov.uk)

If you attach a CV and do not fully complete this form, your application may be disadvantaged.

APPLICATION FOR THE POSITION OF:

6. Personal details

(This information will be used to contact you should you be shortlisted for interview.)

Surname:

First name:

Title:

Preferred first name:

Address:

Home tel no:

Work tel no:

Mobile tel no:

Email:

Postcode:

May we use this email address to send any
future correspondence?

YES / NO

7. Education and professional qualifications
(Please give as much detail as you feel appropriate.)

Examinations passed/qualifications obtained	Level

8. Employment/work experience/voluntary work
(Please give as much detail as you feel appropriate.).

8.1. Present Appointment (or most recent)

Name and address of employer:	Dates:	Position held and key achievements:	Reason for seeking to leave:
			Present salary:
			£
			Benefits:
			Period of notice:

Outline of current duties and responsibilities:

8.2. Previous appointments

Name and address of employer:	Dates: (from – to)	Position held and key achievements:	Reason for leaving:

9. Apprentice area of work

Please indicate your preference of apprentice placements, 1 being your first choice, 2 for your second choice, etc. Please read the job descriptions for more information about each placement.

Local authority	Service area	Placement	Preference (1, 2, 3 etc)

10. How you meet the essential requirements

(Please read the job description before you answer this section.)

Please give examples from your school life, hobbies, sports, daily life or work where you have demonstrated the following essential requirements. Continue on a separate sheet if necessary. Please ensure you write your name on any additional sheets.

10.1. Qualifications (literacy, numeracy, IT skills)

Please give examples that demonstrate these skills (for example where you have had to handle money, selling tickets for a school activity or subs for a club, or making posters for an activity).

10.2. Communication

Please give an example of when you have explained something you have understood to others who either did not understand or did not know about it (for example a school presentation).

10.3. Team working

Please give an example of when you have been part of a team and tell us what you contributed to the team. (If you are finding it hard to think about when you have been part of a team, think about your school activities, sports clubs, Guides/Scouts, dance groups etc.)

10.4. Customer service skills

Please give an example of when you have gone out of your way to help someone with a problem.

10.5. Managing self

Please give an example of where you have worked to deadlines and describe how you managed your time to ensure you achieved the deadline.

10.6. Can do approach

Please give an example of when you have used your initiative, either at school, work or home, (for example when you have seen something that needed doing and you have done it without anyone asking you to).

10.7. Regular attendance and good timekeeping are crucial throughout working life. Why do you think it is important to regularly attend work?**10.8. Please tell us why you would like to work in your top two placement choices.****10.9. What would you say are your main strengths and weaknesses?****11. General information**

- | | | |
|-------|---|-----------------|
| 11.1. | Are you a partner or related to an Elected Member or Employee of any of the Councils detailed in Section 4. | Yes / No |
| 11.2. | Are you currently a Local Authority Councillor? | Yes / No |
| 11.3. | Do you require authorisation by the Immigration Authorities to take up employment in the UK? | Yes / No |

If you have a visa that entitles you to work/reside in the UK, please give details of type of visa and expiry date.

11.4. Do you:-

11.4.1. hold a current driving licence?

Yes / No

11.4.2. have a vehicle available for work purposes?

Yes / No

11.5. Are there any dates when you are not available for interview, eg when you are on holiday? If Yes, please give dates you are unavailable.

Yes / No

Dates:

11.6. Please indicate where you saw this vacancy:

12. References

Please give details of two people who will be able to provide a reference for you. They should be people who have been your employer or teacher or who have known you for at least five years but not a member of your family.

Name:

Name:

In what capacity are they known to you?

In what capacity are they known to you?

Position:

Position:

Company name:

Company name:

Address:

Address:

Email:

Email:

Tel no:

Tel no:

Dates employed:

Dates employed:

I certify that the above information is correct and acknowledge the following will result in disqualification of my application or dismissal as appropriate:

- (i) the provision of false information, either expressly or implicitly in this application or any other part of the selection process;
- (ii) canvassing a Member or senior officer of this Authority in respect of this application.

I agree to Waverley Borough Council checking any details in this form to verify the accuracy of the data, including contacting any or all of my previous employers.

Data Protection for application forms

In line with the Data Protection Act 1998, the information you have supplied will be held for the purposes of recruitment and selection and will only be used for those purposes. We may, in connection with your application, gather information about you from others, which will only be carried out as the law permits, ie to check accuracy of information, prevent or detect crime and/or protect public funds. Information is held in a secure location and will be destroyed in a confidential manner no later than six months after an appointment is made.

Signed:

Date:

Please note: if you are applying electronically, you will be asked to sign this declaration at your interview.

Surrey Local Authorities are committed to equality in respect of age, disability, gender, marital status, race, religion or belief and sexual orientation.

We value our diversity.

EQUAL OPPORTUNITIES MONITORING FORM

To help us monitor the effectiveness of our Equal Opportunities policy, please complete the following form and return it with your application.

Please note: This information will be held in the strictest confidence and will be separated from the application form before shortlisting takes place.

Full name: _____ Title _____ Mr/Mrs/Miss/Ms

Date of birth: _____

Position applied for: _____ Ref/Position No: _____

1. Disability

(Please tick the appropriate box.)

The Disability Discrimination Act (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities.

Do you consider that you have a disability (as defined under the DDA)? ☐ Yes ☐ No

If Yes, please briefly describe your disability:

Please note: *Our policy is to offer an interview to all disabled candidates who fully meet the essential criteria for the position(s).*

2. Gender

(Please tick the appropriate box.)

☐ Female ☐ Male

3. Marital status

(Please tick the appropriate box)

☐ Divorced ☐ Married ☐ Partner ☐ Single ☐ Widowed ☐ Other

4. Race/ethnic origin

(Please tick the appropriate box)

4.1. White

☐ British ☐ Irish ☐ Other White background

4.2. Mixed

☐ White and Black African ☐ White and Black Asian ☐ White and Black Caribbean ☐ Other Mixed background

4.3. Asian or Asian British

☐ Bangladeshi ☐ Indian ☐ Pakistani ☐ Other Asian background

4.4. Black or Black British

☐ African ☐ Caribbean ☐ Other Black background

4.5. Chinese or Other Ethnic Group

☐ Chinese ☐ Other Ethnic Group

5. Religion or Belief

(Please tick the appropriate box)

☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish
☐ Muslim ☐ Sikh ☐ Other ☐ None

6. Sexual Orientation

(Please tick the appropriate box)

☐ Bisexual ☐ Gay Man ☐ Heterosexual ☐ Lesbian

Thank you for completing this form. Please return it with your application.

The information you have provided will help us monitor the effectiveness of our Equal Opportunity policies and procedures.

Application – Hints and Tips

This document will help you fill out the application form to the best of your ability, to give you the best chance of progressing to the interview stage of the Surrey First's apprenticeship placements.

The purpose of an application form is to help employers select the best candidate for the job by assessing certain skills. They often do this by asking for examples of things that you have done in the past or how you would deal with a specific situation.

- Find a quiet place to work in, sit at your computer or at a table/desk and make sure you have plenty of time to fill in the application form.
- Read and carefully follow ALL the instructions.
- Ask for help if there is anything you don't understand. Please call the Surrey First Apprentice Scheme Administrator on 01483 523384 or email [sfas@waverley.gov.uk] for assistance.
- Is there a closing date? Then return it on time! We don't accept late applications.
- Practise on a photocopy of the form. If you don't have access to a photocopier use scrap paper.
- Looking at the job description and person specification: think about how your experience matches these and remember to give examples (eg to demonstrate numeracy skills you could give the example of shopping for an elderly relative).
- Don't give one-word answers - for example 'I am a member of a football club' tells us more about you than just 'football'. If you then develop the statement further for example to read 'I am a member of a football club and this has helped me to learn how to be part of a team' this gives us even more information about your skills.
- Make sure that EVERY question has been answered. If there are any that don't apply to you, write 'not applicable' instead of leaving it blank
- We ask for two (2) referees. These are people who know you, and will comment on your suitability for a job.
- Get someone to check the form over for you before you send it. Make sure it looks tidy and check your spelling and grammar.
- Take a photocopy of or save the completed form on a computer. You may be asked questions about it in an interview. It can also be used to help you fill in other application forms.
- ...And finally tell the truth - if you are interviewed you need to be able to back up what you have put on the form.

Interview – Hints and Tips

If you submit a successful application form, you will be invited to an interview for an apprenticeship. This document will help you to prepare for your interview and do your best.

Before:

- ☐ Do some research into the relevant Council, particularly into the area you want to work in. There is lots of information on the individual Council websites.
- ☐ Think of a question or two you might like to ask at the end of the interview.
- ☐ Dress smartly – you don't have to wear a suit but a smart top/shirt and trousers/skirt with smart shoes would be appropriate.

During:

- ☐ When you meet your interviewers, make eye contact, smile and shake their hands.
- ☐ Try to relax as much as possible – the interviewers aren't trying to catch you out!
- ☐ Ask if you don't understand the question and take your time to think about the answer.
- ☐ It's helpful to give examples when you answer questions – this makes it easier for the interviewers to assess you.

After:

- ☐ Try not to worry - we'll let you know as soon as we can whether you've got the job and we'll give you feedback.

Letter 2 – Invitation to attend Assessment Day

(date)

Dear

(Type of) Apprentice

Thank you for your recent application for the above post. I am pleased to tell you that you have been short listed to take part in our Assessment day.

The Assessment day will take place at ? On? The day will start at? And will finish at?

Enclosed please find a leaflet giving instructions on how to get here. On arrival in the building would you please report to the receptionist in the main foyer.

Would you please let me know if you are not able to attend.

Yours sincerely,

Assessment Day

Time	Item	Prep
10.00-10.30	Set up interview space	
10.30-11.00 30 mins	<p>Candidates arrive & register, Fill in paperwork.</p> <p>Candidates fill in all pre-employment paperwork, explained to them that this does not mean they have a job, it just speeds up the recruitment process, if they are not successful this time their details will be destroyed confidentially.</p> <p>Handover eligibility paperwork, + references. Photo copy documents as required</p>	
10.50-11.00	<p>Briefing for Attending Managers /Staff</p> <p>Questions about the afternoon,</p> <p>arrange how candidates will be contacted about the positions</p>	
11:00 – 11.15 15 mins	<p>Presentation –</p> <p>What is an Apprenticeship</p> <p>What is Surrey First Apprenticeship Scheme/how does it work?</p> <p>What Apprenticeships available?</p> <p>Explain how the day will run</p> <p>Any questions from candidates</p>	
11.15 – 11:35 20 mins	<p>Ice Breaker</p> <p>Whole group including assessors in a circle, 1 person starts with ball, Introduces themselves + Answers 1 of the following:</p> <p>If you had a super power what would it be and why?</p> <p>If you were going to a desert island what item would you take?</p>	

	<p>If you could have an endless supply of food, what would it be?</p> <p>Throws ball to the next person etc. etc.</p>	
<p>11:35 – 12:10</p> <p>35 mins</p>	<p>Team Building Exercise</p> <p>Team given 5 mins to decide what materials they want. 1 team member sent to materials table to negotiate with other teams for materials they want.</p> <p>Team given 15 mins to build a contraption that can save an egg dropped from shoulder height. NB We will make sure there is adequate covering to protect the floor and furniture. Eggs will be kept in safe hands until needed to avoid any unnecessary breaks!</p> <p>Evaluate: What went wrong? What went well?</p>	
<p>12:10 – 12:25</p> <p>15 mins</p>	<p>Break</p>	<p>Tea, Coffee & biscuits ,Soft drinks</p>
<p>12:25 – 14:00</p> <p>1hr 35 mins</p>	<p>Informal Interviews</p> <p>Each Councils representative to interview the candidates interested in their position on 1:1 basis.</p>	<p>10 minutes per interview. Therefore we have the capacity to interview 32 candidates</p>

Assessment Day informal Interview Questions

1. What are your interests/Hobbies
2. Can you tell me why you applied for this position?
3. What do you believe are the relevant skills you need to be a good candidate for this position? (NB this is an entry level position, so we are not looking for experience, just willingness to work and learn relevant skills, team working)
4. Can you give me an example of when you have worked in a successful Team? What was your role? (Sports team, activity day i.e. School/college/Uni, drama club).
5. How do you manage your time and prioritise your workload/social activities on a daily and weekly basis? (Uni/College/School Deadline, previous work deadlines.)
6. If a colleague was experiencing difficulties, what action would you take to assist?
7. We have contact with many people from different races, religions, creeds, and backgrounds with different needs, and abilities, how would you take into account the needs of this diverse group of people when working for them?
8. If you were not able to meet a deadline, what action would you take?
9. This position is at? , is this a convenient work base for you?

Statement of Particulars/Contract of Employment

Name:

Date:

Address:

This Schedule details the specific conditions relating to you in your employment with ? Council.

Position

Job Title:

**Business Administration
Apprentice**

Post No:

Department:

Service Unit:

Date of Commencement of Employment:

Continuous Service Dates From:

Type of Contract

1 yr Fixed Term

Full Time – 35 hours per week

Contract End Date:

Reason for Fixed Term Contract:

Apprentice post for 12 months only

Hours

Hours of Work

**35 hours per week to include attendance day
at college**

Flexitime

Yes

Regular Overtime

No

Pay

Full Time Salary:

£4940

Pay Grade/Band

Apprentice – Pay Grade/Band N/A

Other Additions to Salary

N/A

Pension contribution rate **5.5%** (unless you opt out of the Scheme)

Annual Leave

Leave Entitlement **? Hours** Bank/Public Holidays

Other Allowances & Payments

Car Allowance **None**

Standby Payment **No**

Other Conditions

Normal Place of Work :

Politically Restricted Post **No**

Salary Your commencing salary will be £95 per week. This figure is inclusive of all fees and allowances other than those specifically mentioned herein. Salary will be paid calendar monthly by credit transfer.

Fixed Term Appointment Your appointment will be on a one year Fixed Term Contract, starting on the date specified above. The position will terminate on ? It is specifically agreed between ? Council and yourself that the employment to which this document refers is of a fixed term nature. It will terminate on ? because at that date you will have completed an ? at ?. There is specific provision within this agreement for its earlier termination by yourself. Nonetheless by accepting the terms set out below you are specifically acknowledging that the date to which the Council intends this employment to continue is ?, but that on that date the Council intends that your employment will end.

Job Location and Mobility	<p>On appointment, your administrative centre will be the Civic Centre.</p> <p>The Council reserves the right, after consultation with you, to change the work centre of your current appointment. If, for career development reasons, it is considered by the Council that your job should be changed, you will be required, after consultation, to co-operate with such reasonable proposals as may be put.</p>
Annual Holidays	<p>Your paid annual leave entitlement for the one year period will be ? days. On leaving the Authority you will be paid for any outstanding accrued leave. If you have taken more leave than you have accrued, this must be repaid and if appropriate will be recovered from your final salary.</p>
Entitlement to Statutory Holidays	<p>Your working pattern entitles you to any public holidays which fall within the period of your contract.</p>
Working Hours	<p>Your normal working hours are 35 per week, worked between Monday and Friday. The exact hours of work will be determined by the Council</p> <p>It is Council policy that you take a minimum of a thirty minute break (unpaid) on each working day.</p> <p>The Council will give you paid release to attend ? for the purpose of attending classes required to undertake ?.</p>

Probationary Period	<p>Confirmation of your appointment will be subject to satisfactory completion of a probationary period. During your probationary service you will be expected to establish your suitability for the post.</p> <p>Your employment with this Authority is also dependant upon satisfactory levels of achievement in ? [and satisfactory attendance at College].</p> <p>Failure to achieve the required standard and attendance, without good cause, will result in disciplinary action that could lead to dismissal.</p>
Sickness Absence	The details of the Council's sickness absence scheme are attached.
Trade Union Membership	<p>You have a right to join a trade union and take part in its activities. The trade union which is recognised in connection with your employment is Unison.</p>
Conditions of Service	On any matter not provided for in this document, the Council's Personnel Policies and Procedures will apply.
Notice	<p>Notwithstanding that the Contract is for a fixed term, we may terminate before expiry for cause.</p> <p>The period of notice required to be given to you by us is one month, or the appropriate statutory minimum period of notice as specified by the Employment Rights Act 1996, whichever is the greater.</p> <p>The minimum period of notice you are required to give us is one month.</p>
Grievance	The attached document gives full details of the procedure to be followed if you have a grievance.

Confidentiality /
Data Protection

In the course of your employment you may have knowledge of, or access to, information which is confidential to us or any third party and which you may have learned as a result of your employment. It is a condition of your Contract that confidentiality must be respected at all times. You have a personal responsibility to ensure that, except in the proper course of your duties, the confidential information entrusted to you is not published or divulged other than to an authorised person. This responsibility also continues after you have left employment.

If you are unclear about what is confidential or who is authorised you must consult your supervisor/manager. Failure on your part to comply with the requirement to maintain the confidentiality of privileged information or knowledge in your possession will render you liable to disciplinary action which could result in your dismissal.

We will comply with the regulations of the Data Protection Act 1998.

Discipline

The disciplinary rules applicable to you are detailed in the attached document.

Information

Copies of any documents referred to in this letter are available for reference in the Personnel Section. Any future changes affecting your conditions of service will be entered in these documents.

Health and Safety

Attached is a copy of the Council's written statement of general policy with respect to the health and safety at work of its employees and the organisation and arrangements for the time being in force for carrying out that policy, as required by the Health and Safety at Work etc. Act, 1974. This statement is for your information. It may be revised or added to from time to time.

Signatures

If you want to accept the job we have offered under the conditions set out on the above schedule and in the attached document, please sign and date the 'Acceptance of Job Offer' section below. Please return one signed copy of the whole document to me at:

Signed on our behalf:

Date:

Acceptance of Job Offer

I confirm that I have read the details of the job offer, as shown in this schedule and the attached conditions of employment with ? Council. I am willing to accept the Apprenticeship under these terms and conditions.

Your start date: / /

Your signature: Date: / /

Letter 3 – Rejection Letter (1)

Dear

(type of) Apprentice

Thank you for your interest in the post of ? Apprentice . I regret to inform you that you have been unsuccessful in being shortlisted on this occasion.

If you would like any general feedback regarding your application then do feel free to telephone ? on ? to discuss this.

I would like to take this opportunity to thank you for your interest in the Surrey First Apprenticeship Scheme and I hope that you will be successful in finding a suitable position in the near future.

Yours sincerely,

Letter 4 – Rejection Letter (2)

«Title» «FirstName» «LastName»

contact:

«Address1»

direct tel:

«Address2»

direct fax:

«Address3»

email:

«Address4»

website:

«Address5»

Dear «Title» «LastName»,

«Job Title»

«Line 2»

I am writing to thank you for attending the recent interview for the above post and to confirm that, after careful consideration, we were unable to offer you the appointment on this occasion.

The interviewing panel had a difficult decision to make and hope that you are not too disappointed.

If you would like any general feedback regarding your application then do feel free to telephone ? on ? to discuss this.

However, I am grateful to you for your interest and hope that you are successful in finding another suitable post.

Yours sincerely,

Manager's Guide

Introduction

Nationally the government has identified the need to have more young people in apprenticeships or training. The development of the Surrey First Apprenticeship Scheme is a priority for local authorities in Surrey. There are benefits for young people who may otherwise face unemployment or not be engaged in further education; benefits for us as major employers in the county to meet our specific skills requirements and to have a more balanced workforce (reflecting the community we serve); and our proactive role in nurturing education and training for young people in Surrey as well as addressing skills gaps.

The Surrey first Apprenticeship Scheme aims to increase the number of apprenticeships in Surrey local authorities and we have developed best practice within and between authorities.

Apprenticeships are a national initiative designed by the Sector Skills Councils. Under the Surrey First apprenticeship scheme each Business Administration Apprentice will work towards a National Vocational Qualifications (NVQ) in Business Administration and an Edexcel BTEC Level 2 Certificate in Principles of Business and Administration, whilst gaining valuable work experience.

As part of the Surrey First initiative we have developed a framework to assist with the recruitment of Apprentices, monitor their progress and generally help in making your apprenticeships a success.

This guide gives you an overview of our Apprenticeship scheme, including the benefits to us and the Apprentice, how the scheme works and the various roles and associated responsibilities.

What is an Apprenticeship?

An apprenticeship is a work-based training programme designed around the skills employers require and leads to nationally recognised qualification for young people aged between 16 and 24. This gives them a chance to gain work experience while developing their skills and broadening their knowledge.

Apprentices get both on and off the job training. On the job training allows them to acquire the practical skills, knowledge and understanding needed in the workplace. Off the job training, which is usually delivered by a further education college or independent training provider, helps to reinforce the workplace learning.

The Surrey First Apprenticeship Scheme

The Surrey First Apprenticeship scheme is aimed at 16 to 19-year-olds interested in a career in local government and offers a one year placement. The apprentices will study for a Business Administration NVQ and will be provided with key skills training as appropriate. Training for Apprentices towards their NVQ is provided by a local college. This training is fully funded by the college as long as the Apprentice is 18 at the start of the scheme.

As one of the partners in the Surrey First Apprenticeship Scheme your authority has committed to the following provisions for apprentices:

- protected study time when they will work on their NVQ
- meetings with their fellow apprentices across Surrey
- to be teamed with a Buddy, an existing Council employee
- formal induction training to support their learning and development
- Additional in house training (where applicable)
- support to find another job at the end of the apprenticeship including training on how to writing CVs /Applications, and interview skills

Towards the end of the apprenticeship placement additional personalised training will be put in place to support the apprentice in interview skills and writing applications. They will also be offered the guarantee of an interview if they meet the essential criteria when applying for roles within any Surrey local authority.

What are the benefits of having an Apprentice in my team?

There are many benefits to employing an apprentice and research has shown that:

- 80% of employers who employ apprentices agree they make their workplace more productive
- 81% of consumers favour a business who takes on apprentices
- Employers who take on a 16-18 year old apprentice only pay their salary. The Government will fund their training
- The minimum wage for apprentices is £95 per week
- 88% of employers who employ apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce
- 83% of employers who employ apprentices rely on their Apprenticeships programme to provide the skilled workers that they need for the future

What are my responsibilities as the Line Manager?

You need a clear idea of the role and responsibilities the apprentice will undertake, which will give them the opportunity to experience real work activities whilst developing their skills and knowledge.

Line managing an apprentice will involve a significant time commitment at the outset, however, this will decrease as the young person settles in and becomes more confident in their role.

You will also need to be able to offer your apprentice:

- A mentor and/or buddy
- Supervisory support for the duration of their apprenticeship.

You have the same responsibilities for your apprentice as for any other member of your team.

Your role as the Line Manager includes:

- Ensure your apprentice is assimilated into the team and is involved in all team activities.
- Have meetings (initially weekly) with your apprentice to discuss their progress, set and monitor work targets, support them in achieving their learning goals and address any concerns or worries.
- Ensure that regular meetings with their Buddy, NVQ Assessor and/or tutor take place
- Ensure other staff know that the apprentice is starting and understand their role
- Make sure staff do not regard the apprentice as someone to do 'odd jobs'
- Identify a work base

- Give praise and recognition of achievements and effort
- Give reassurance that they can ask questions at any time

In addition, you are required to liaise with the Apprentice's Vocational Learning Advisor, for example, the College or Training Provider.

Your role in conjunction with the vocational Learning Advisor is critical, and includes:

- Ensuring apprentices understand the qualification framework, the apprentice portfolio and the different forms of evidence they will need
- Providing written statements evidencing the apprentice's competence and achievement
- Helping apprentices understand each part's role and responsibilities, for example, the Training Provider, the Employer.
- being part of the three –way reviews
- Allowing and agreeing time for the training provider to work with the apprentice
- Contributing to the evaluation and review of the scheme overall.
- Give reassurance that they can ask questions at any time

What are the Apprentice's responsibilities?

Apprentices are required to adhere to the Council's code of conduct and policies and procedures just as any other employee.

In addition the Apprentices are expected to:

- Commit to completing the award within the time frames set by the training provider
- Attend all learning workshops when provided
- Agree to some personal study throughout the length of time of the apprenticeship
- Contact their training provider if they are unable to keep scheduled appointments.
- Inform the training provider and manager if any issues arise
- Attend three-way reviews; (confirmation of a satisfactory initial review is required for the apprenticeship to continue).

What are the College or training providers responsibilities?

The College will assess the apprentice in a workplace setting and are responsible for:

- Agreeing the overall learning programme and signing the Apprenticeship agreement
- Carrying out a skills scan to ensure that the work that the apprentice will be undertaking matches the criteria for the qualification
- Working with the employer and the apprentice to develop the Individual Learning Plan (ILP)
- Registering the apprentice with the relevant Awarding Bodies for the NVQ, and the relevant Key Skills
- Delivering the “off the job” elements of the learning programme
- Assessing the components of the learning programme within the workplace
- Conducting regular reviews with the Apprentice and Manager, at least every 12 weeks
- Monitoring and recording the progress of the apprentice against Individual Learning Plan targets and where appropriate, agreeing modifications to the ILP
- Providing final ‘sign off’ for the assessment process where expert witnesses are involved in the work based assessment process
- Providing centre co-ordination and internal verification processes for all ‘qualification’ aspects of the Apprenticeship
- Keeping the manager informed of the Apprentice’s progress on a regular basis
- Act as a source of pastoral support for the apprentice

What further support is available to Apprentices?

Other types of support that may be put in place for Apprentices include:

Mentoring

Managers should identify a mentor for the apprentice who is more experienced than the apprentice and will be an unbiased ‘listening ear’ and provide support to the apprentice. This can also be seen as a means of personal development for the mentor.

Buddy

This is someone different to a mentor and usually a peer. It could be another apprentice. It is someone who offers a friendly face and will support the apprentice at the start of his or her programme and employment.

Recruitment for Apprentices

Surrey First Apprenticeship Scheme opportunities will be advertised on each Council's individual website, on Surrey Jobs www.surreyjobs.info and the National Apprenticeship website www.apprenticeships.org.uk

Assessment Day / Interview

Applicants will be asked to complete our standard apprentice application form. Short listed candidates will be invited to a Surrey First Apprenticeship Scheme Assessment Day. The hiring manager will have the opportunity to attend the assessment day and will be involved in the informal interviews.

Induction

As part of the Induction, Managers will need to ensure that information is provided about the service in which they will be working. It is important that the apprentice:

- Understands their hours of work, job role and responsibilities including the standards of performance expected
- Understands the purpose of the service and how their role fits into this
- Is introduced to the team and senior Managers they may be working with
- Understands the need for confidentiality (where necessary)
- Is given basic factual information on the physical environment, where the toilets are, where the restaurant is, where the fire exits are, when the fire alarms are tested, names/locations of first aid officers
- Understands how the office works, standards and procedures
- Knows procedures for reporting sickness absence
- Knows procedures for taking Annual Leave
- Understands the procedures for use of mobile phones, the internet, e-mail, dress and language

Terms and Conditions

Contract

When an apprentice starts, they are employed on a one year fixed term contract by the Council in which they are based. During this time they will achieve a recognised qualification while they earn a salary.

Salary

Surrey First Apprenticeship Scheme partners have agreed to a distinct apprenticeship grade that will stand alone outside of the normal pay grade systems.

The agreed salary is:

Apprenticeship Grade	£95 per week for 35 hours per week
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Annual Leave and Working Hours

Apprentices are entitled to annual leave in line with your terms and conditions of service; they will receive ? days leave during the course of their contract (insert appropriate number of days) plus public and statutory holidays. Working hours and lunch breaks should be worked out locally with the apprentice once they start, however they are expected to work 35 hours a week. The 35 hours per week will include time to complete the Apprenticeship qualifications, either in the work place or off site at a training centre.

Pension

Any apprentice that is employed for more than 3 months will have the option to join the pension scheme. The apprentice will receive a pension starter form that will explain to them that they will automatically be part of the pension scheme unless they choose to opt out. The employer will make the same pension and Ni contributions as they would for a substantive member of staff.

Progression to Employment

Surrey First Apprenticeship Scheme has committed to guarantee apprentices an interview if they meet the essential criteria for a post. It is important for their line manager to support them in any application and to manage the apprentice's expectations.