

Employer Handbook

Please ensure you have read and understood the contents of this handbook as it forms part of the training plan to be signed at learner induction

City
Guilds

ncfe.

Education & Skills
Funding Agency

ilm
Approved
Centre

**CYBER
ESSENTIALS**

matrix

European Union
European Social Fund
Investing in jobs and skills

KATO
Train
Learn
Earn

nocn
CREATING OPPORTUNITIES

**ESSEX
Provider
Network**



Highfield
ensuring only fit compliance



Apprenticeships

SCFP

**SUSSEX COUNCIL OF
TRAINING PROVIDERS**

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	1 of 10	January 2023

Contents

Employer Handbook.....	1
Introductions.....	2
Who are we?.....	2
Our Mission Statement	3
Our Vision.....	3
Our Values	3
What is an Apprenticeship?	3
How do we delivery an apprenticeship?	3
Assessment Plans	4
What is OTJ or Off the Job training?.....	4
When should OTJ take place?.....	4
Paying your apprentice	4
Paying employer National Insurance Contributions.....	4
Levy Employers	5
Non Levy Employers	5
Who is involved in the apprenticeship?	5
The Employer's role.....	6
The Skills Coaches role	7
Equal Opportunities, Prevent, British Values, Safeguarding, Wellbeing	7
Equal Opportunities	7
Health & Safety	8
Prevent and British Values	8
Safeguarding	9
GDPR	9
Declaration for RM Training (UK) Ltd Employer Handbook	10

Introductions

This handbook has been produced to provide you, the employer with all of the information required to enable you to support your employee with their personal and professional development using an apprenticeship through RM Training (UK) Ltd.

We hope that this guide will help you understand all of the services and support which we can provide and the role that you will play in the training plan agreed to allow the apprentice to develop their workplace knowledge skills and behaviours.

We would like to thank you for choosing RM Training (UK) Limited to work with you to ensure that all of your learners will benefit from the training and learning that they have embarked upon.

Who are we?

RM Training (UK) Ltd are an ESFA main provider for Apprenticeships in England. We are a highly qualified and experienced workforce with over 15 years' experience delivering Apprenticeships, Vocational Training, NVQs, Employability and tailor main courses.

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	2 of 10	January 2023

Our team design and deliver training programmes that are individualised for you and engage, stimulate, challenge and work! We use a huge range of training resources and real-life approaches to ensure that we help your organisation develop and formalise plans for growth.

Our company is based on the belief that our customers' needs are of the utmost importance. Our entire team is committed to meeting those needs. As a result, our business is mainly repeat customers and referrals.

RM Training received a full Ofsted inspection in 2022 and are very happy to be awarded a "Good" grade.

Our Mission Statement

RM Training (UK) Limited is committed to deliver quality training, by giving learners a fulfilling experience to help them realise their potential and achieve their lifelong aspirations and to promote and support employee development and organisational effectiveness by providing high quality educational training programmes.

Our Vision

RM Training's vision is to deliver high quality training to all our learners as well as to grow as a business and become a nationally recognised Training Provider in the Southeast of England.

Our Values

- Teamwork
- Respect and support
- Customer service
- A win-win attitude
- Can do approach

What is an Apprenticeship?

An apprenticeship is a genuine job with an accompanying assessment and skills development programme. It is a way for individuals to earn while they learn gaining valuable skills and knowledge in a specific job role. The apprentice gains this through a wide mix of learning in the workplace, formal off-the-job training, and the opportunity to practise new skills in a real work environment. Apprenticeships benefit employers and individuals, and by boosting the skills of the workforce they help to improve economic productivity.

How do we delivery an apprenticeship?

RM Training (UK) Ltd look to accommodate your requirements as far as possible and your apprentices training will be delivered in line with the agreed training plan. We value face to face delivery for apprentices and as such the normal line of delivery for an apprentice will be one on one face to face delivery at the workplace. This may be supplemented with individual support sessions over Zoom or where required, a blended learning approach where half of the sessions are delivered remotely and half face to face. Rest assured the training plan development will have both yourselves as an employer and the apprentice in mind to make sure that the delivery can happen smoothly.

Recruitment: Start of your employee's next qualification

Initial Assessment: To identify your employee's individual needs and sign them up on a suitable programme.

Induction: Everything your employee needs to know about their programme.

Planning Training and Learning: Planning and setting targets to meet your employee's individual needs.

Assessment: Reviewing evidence provided against National Standards

Assessment and Testing: Some elements of the qualification may be assessed by moderated tests or assignments.

Learner Support and Reviews: Reviews are carried out to assess progress and are a contractual requirement.

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	3 of 10	January 2023

Internal Verification or EPA process: Process to check quality of evidence and assessment decisions
Employee to sit test, take part in interviews, deliver presentations etc.
EPA Resits: Employee to re-sit test, interviews or/and presentations etc.
Success/Achievement: Completion of your employee's qualification

Assessment Plans

All apprenticeship standards include an assessment plan. This outlines all the modules, knowledge, skills and behaviours that the apprentice will develop. Each standard and level of standard is different and is outside of the scope of this document. Please see the individual assessment plan for the standard. The skills coach will plan activities, set modules of work, simulate role play, provide mock assessments, help gather evidence, put together portfolios, check for retention of knowledge and support apprentices in their developments until their End Point Assessment.

What is OTJ or Off the Job training?

Off-the-job training is defined as learning which is undertaken outside of the apprentice's normal day to day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at your organisation by the employees mentor.

The off-the-job training must be directly relevant to the apprenticeship standard and could include the following.

- The teaching of theory (for example: lectures, role playing, simulation exercises, online learning or manufacturer training),
- Practical training: shadowing, mentoring, industry visits and attendance at competitions,
- Learning support and time spent writing assessments/assignments.

When should OTJ take place?

The OTJ training requirement is 6 hours per week and should be completed on a weekly basis. The exact plan for your apprentices OTJ will be outlined in their individual training plan. The off-the-job training is an essential part of an apprenticeship and therefore must take place during employed time. If training must, by exception, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu).

We recognise that your employee(s) may wish to undertake study or training outside of their working hours, however training undertaken outside paid employment (and therefore outside the apprenticeship) cannot be counted towards meeting the off the job training requirement. It is up to yourself and RM Training (UK) Limited to decide at what point during the apprenticeship the training is best delivered (for example, a proportion of every day, one day a week throughout, one week out of every five, a proportion at the beginning, middle or end).

This will depend on what is best for your organisation and your employee and on the technical or theoretical requirements of the apprenticeship standard. However the training is delivered, it is important to remember that your employee must receive off-the-job training for a minimum of 6 hours per week of the time that they are paid to work.

Paying your apprentice

You're responsible for paying your apprentice for their normal working hours and any training they do as part of the apprenticeship.

You must pay them at least the National Minimum Wage rate depending on their age and the year of apprenticeship training they're in.

Paying employer National Insurance Contributions

Employers may not need to pay Class 1 National Insurance contributions for an apprentice, if the apprentice is:

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	4 of 10	January 2023

- under 25 years old
- on an approved UK government apprenticeship standard or framework (these can differ depending on country)
- earns less than £967 a week (£50,270 a year)

The apprentice, as an employee, will continue to pay Class 1 insurance contributions through their salary, this will only benefit the employer

Levy Employers

As an employer with a pay bill of more than £3 million, you're required to pay the apprenticeship levy. You can manage funds using the apprenticeship service and spend it on training and assessing your apprentices.

The government will apply a 10% top up to the funds you have in your account.

If you don't have enough funds, you just pay 5% of the outstanding balance and the government will pay the rest. This is up to the funding band maximum allocated to each specific apprenticeship.

For apprentices that started before 1 April 2019, you need to contribute 10%.

If you exceed the funding band maximum, you'll need to pay all the additional costs.

Non Levy Employers

As an employer that doesn't pay the apprenticeship levy, you pay just 5% towards the cost of training and assessing an apprentice.

The government will pay the rest up to the funding band maximum.

You'll pay the training provider directly and agree on a payment schedule.

If you employ fewer than 50 employees, the government will pay 100% of the apprenticeship training costs up to the funding band maximum for apprentices aged:

- 16 to 18
- 19 to 24 with an education, health and care plan provided by their local authority or has been in the care of their local authority

If you exceed the funding band maximum, you'll need to pay all the additional costs

Large levy-paying businesses who pay the apprenticeship levy can pledge up to 25% of their unspent levy funds to a business of their choice.

You can apply to receive a transfer of funds to cover 100% of your apprenticeship training and assessment costs (up to the funding band maximum).

You can view all live pledges using our [public website](#). Read our guidance on [GOV.UK](#) for further information on how to apply.

Who is involved in the apprenticeship?

As well as your apprentices Skills Coach there are other people involved in the apprenticeship process

As part of our quality assurance process, we have IQA's who work for RM Training (UK) Limited. Their role is to support, guide and provide feedback to the Skills Coaches as they make assessment decisions on the evidence your employees produce towards their framework qualifications. In addition, the Awarding Body provides us with support and guidance in the form of EQA's, who visit us regularly to ensure we are interpreting and assessing to the national standards appropriately and that we continue to

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	5 of 10	January 2023

meet the approval criteria for delivering each qualification we offer. The ESFA or OFSTED may also wish to visit your workplace when carrying out audits or inspections and along with

EQA's and IQA's may choose from time to time to visit employers' workplaces to observe assessment practices in action and to interview learners. Where this is the case, you will be informed well in advance of any visits taking place.

When an employee completes an apprenticeship standard, RM Training (UK) Limited will not complete any assessments on the apprenticeship and will simply guide the learner to EPA. The EPAO will appoint an EPA for your employee, who will liaise with them via email and then conduct remote assessments.

Through continuous improvement our aim is to ensure the service we provide to our customers consistently meets their needs and exceeds their expectations.

We welcome your feedback and suggestions to help us improve our provision, please feel free to contact us at any time.

The Employer's role

Putting an employee through an apprenticeship requires a large amount of commitment from not just the employee but also from yourself as the employer. Below is a list of requirements you will need to commit to:

- You will need to work with us to provide training and learning opportunities, including time to train, study and sit tests.
- You will need to give us access to a private room to conduct discussions with the learner, testing and for the employee to go through the EPA process.
 - If a private room is not available at your workplace, please inform us at the earliest available opportunity. Some assessment can be conducted at the apprentice's desk or where necessary we may require the apprentice to conduct testing from the RM Training Head Office to ensure a valid testing environment
- We will require you to provide evidence in the form of witness statements or confirm authenticity of evidence either in writing or verbally as required. This is mandatory for apprenticeship standards
- You will need to attend and participate in the formal review process which will take place every month.
- You will need to inform RM Training (UK) Limited's office manager when your employee is off sick or of other instances when they cannot keep their planned visits or appointments. You can do this by calling 01702 782001 and asking to speak to David. A minimum of 24 hours is to be given in the instance of cancelled visits otherwise a £100 charge will be applicable unless it is extenuating circumstances.
- You will be required to mentor and support your employee throughout the apprenticeship and the EPA process if applicable.
- You will be required assist your employee at the beginning of their apprenticeship in putting together a PDP which meets the needs of the apprenticeship and the business, the targets set in your employee's PDP should then be monitored through regular reviews as these will be used as evidence of progression within the qualification and your employee's job role.
- You will be required to regularly log into your employee's portfolio on Smart Assessor. Within this portfolio you can keep track on how your employee is progressing through their apprenticeship. You will be able to see any evidence uploaded, as well as look at the planning notes for future meetings. Your employee will also keep a log here of all Off the Job Training (OTJT) hours completed. As these hours are mandatory to complete the apprenticeship you can use this as a guide to work with your employee to allocate tasks which meet the relevant criteria to meet the OTJT requirement.

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	6 of 10	January 2023

- You will be required to work with the Skills Coach to identify learning needs and to structure the programme around your business.
- You will be required to take part in our Employer Satisfaction Survey to help us improve our service to you.
- You could be required to speak to, or facilitate a visit from OFSTED should a visit take place during your employee's apprenticeship

The Skills Coaches role

This is the person who will guide and support your employee through their apprenticeship and assess the evidence provided when applicable. They will work with you to identify the appropriate training and support needs of each individual employee to ensure they are given every opportunity to succeed. The skills coach will carry out an induction to ensure all learners understand and are clear about all aspects of the programme.

- The skills coach will carry out regular structured and formal progress reviews, which they will arrange with you and your employee in advance. They will work with you to set and agree targets to ensure timely achievement. The skills coach will be your first contact should you have any issues or concerns; their contact details can be found in the learner's handbook and portfolio.
- A Contact/Visit Report will be completed for every visit, a copy of which will be attached in the learner's portfolio and a copy will be made available for you should you require one. You will however also be given access to your employee's portfolio on our online system called Smart Assessor.
- The appointed skills coach will also be responsible for ensuring the employee is fully aware of Prevent, British Values, Safeguarding, Health & Safety and Equality and Diversity.
- The skills coach or specialist tutor will be responsible for providing additional support for English and Maths throughout the qualification
- The skills coach will be responsible for providing your employee with the resources required to complete their apprenticeship

Equal Opportunities, Prevent, British Values, Safeguarding, Wellbeing

Equal Opportunities

As an employer and training provider, RM Training UK Ltd values and recognises the social and cultural diversity in our communities and aims to provide conditions that encourage everyone to participate in learning, actively combat harassment and help to ensure people are treated with dignity.

We endeavour to protect all staff and learners from any form of unlawful, unfair and/or unjust discrimination because of sex, race, disability, age, religion or belief, sexual orientation, material or civil partnership status, pregnancy, or maternity, gender reassignment and part-time or fixed-term employment status.

We are committed to creating opportunities for all and allowing all learners to reach their full potential in an environment characterised by dignity and mutual respect.

Our beliefs and guiding principles

- We value diversity and equal opportunities in society and in our workforce.
- We understand and promote the benefits of diversity as a means of broadening our talent base, achieving high performance, and enabling all learners to feel included and reach their full potential.
- We protect our staff and learners from discriminatory practices and maintain our reputation as a fair and responsible employer and training provider
- We monitor the application of the Diversity Policy and obtain workforce statistics.
- We train and educate all staff and learners on diversity, equal opportunities and Prevent legislation
- We take a best practice approach to diversity

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	7 of 10	January 2023

We would also expect you as an employer to follow the same values and will monitor this throughout your employee's apprenticeship.

Health & Safety

Getting injured at work is not a pleasant subject to think about but the reality is that people do get involved in accidents and suffer terrible injuries. As you will be aware, employers have legal responsibilities to provide a safe place of work. This involves providing Employer's Liability Insurance and completing risk assessments dependent upon the size of the company and the number of employees you have. The skills coach will discuss health & safety issues with your employee/s throughout their programme and specifically as part of the formal review process.

During your employee's apprenticeship we will seek to promote learner awareness, knowledge and understanding of hazards and risks that they may encounter and the positive action they can take to reduce risks in the workplace. All learners complete a health and safety test at the beginning of their apprenticeships to ensure they have understood their induction.

Prevent and British Values

In respect of safeguarding individuals from radicalisation, RM Training (UK) Limited works to the Prevent element of the Government's Counter Terrorism Strategy, and where deemed appropriate seeks external support for learners through referrals to the Channel Programme. This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any section of society and is not particular to any racial, ethnic or social group. It is further recognised that in many instances the process of radicalisation is essentially one of grooming by others. Our definition of radical or extreme ideology is 'a set of ideas which could justify vilification or violence against individuals, groups or self.' Staff are trained to be vigilant for spotting signs of extremist view and behaviours and to always report anything which may suggest a learner is expressing opinions which may cause concern. Our core mission of diversity permeates all we do.

As part of the prevent strategy RM Training (UK) Ltd will also be promoting Fundamental British Values to reflect life in modern Britain. These values are Democracy, Rule of Law, Respect and Tolerance and Individual Liberty. We place a strong emphasis on the common values that all communities share such as self-respect, tolerance, and the sanctity of life. We work hard to broaden our learners' experience and to prepare them for life. We teach them to respect and value the diversity around them as well as understanding how to make safe, well-considered decisions.

We expect all the employers we work with to be aware of the above and to be actively promoting this with all employees within their work environment.

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	8 of 10	January 2023

Safeguarding

RM Training is committed to safeguarding the welfare of its learners and expects all staff, partners and employers to share this commitment. From the initial agreement of working with a new client, recruitment of a new employee for the client, placement of the new employee into the apprenticeship, monitoring the employee throughout the apprenticeship right through to keeping in touch with your employee for up to a year after they have completed their apprenticeship. We will raise awareness of safeguarding to your employee and equip them with the skills required to keep them safe. We will touch base with your employee at every visit and reassure them that we are available by telephone at any time should they need us.

It is important that you as an employer have an appointed safeguarding officer at your premises who has undertaken sufficient training. If you do not have this in place, then as a training provider we will work with you to get this in place by providing the necessary training to the senior member of your team you wish to appoint as part of our service.

Should you wish to see a full copy of our Safeguarding policy please do not hesitate to contact our Operations and Safeguarding Officer David MacGregor david@rmtraining.co.uk and make this request.

Our safeguarding officer details are as follows:

David MacGregor

Mobile: 07467 952373

Office: 01702 782001

Email: david@rmtraining.co.uk

Emma Enderby

Office: 01702 782001

Email: emma@rmtraining.co.uk

GDPR

RM Training (UK) Ltd needs to keep certain information about its employees and learners, customers and suppliers for financial and commercial reasons and to enable us to monitor performance, to ensure legal compliance and for health and safety purposes. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. This means that we must comply with the Principles set out in the General Data Protection Regulation 2016/679.

These principles are:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage Limitation
- Integrity and confidentiality (security)
- Accountability

We collect and store data for yourself and your employee under the lawful basis of Contract, this means that we need to process this information in order to fulfil our contractual obligations to you.

DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	9 of 10	January 2023

Declaration for RM Training (UK) Ltd Employer Handbook

I confirm I have read and fully understood the information contained within this handbook. I understand my responsibilities as an employer taking on an apprentice/upskilling a member of my team and agree to fully co-operate with RM Training to ensure my employee(s) receive training to the highest quality. I also agree to adhere to the following requests:

I will mentor my employee(s) in order to help them develop the knowledge skills and behaviours required to complete the apprenticeship. I will ensure my learner is provided with time required to complete assignments within their working hours. I will also ensure my employee(s) receive the Off the Job Training as mandated by the ESFA and that this is logged within their E-Portfolio regularly.

I will notify RM Training of any absences my employee(s) have off throughout the duration of the apprenticeship

I will ensure we have a fully trained and appointed safeguarding officer and will use RM Trainings resources to ensure this if necessary.

I will ensure my employee(s) partake in all relevant surveys RM Training may request for them to complete.

I will ensure a private room is available for RM Training each month for the review process as well as for when my employee(s) need to go through the End Point Assessment process.

Print Name

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Company Name

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Job Title

.....

Signature

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Date

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SAFEGUARDING

Print Name

.....

Email Address

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DOCUMENT NAME/LOCATION	Dated Produced	Version Number	OWNED BY	AUTHORISED BY:	Page	Document review date
Employer Handbook 2022-2023	July 2022	1	RMT	David MacGregor	10 of 10	January 2023