

EMPLOYER HANDBOOK



NLTG
NORTH LANCS TRAINING GROUP



Helping people
to discover
their future
since 1969

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WELCOME TO NORTH LANCS TRAINING GROUP LTD

North Lancs Training Group (NLTG) is one of the largest independent training providers in the country. We pride ourselves on the quality of our provision and the support we offer to both employers and apprentices.

This handbook provides practical information to help you support your apprentice throughout their programme. It supplements your 'Employer Apprenticeship Contract' with NLTG for the delivery and assessment of Apprenticeship programmes.

If you have any queries or require additional support, please do not hesitate to contact us at info@nltg.co.uk or 01254 397119 and we will direct your enquiry appropriately.

ABOUT NLTG

- Established in 1969, NLTG is one of the largest independent training providers in the country, delivering training to over 1,500 learners in 750+ companies at any one time.
- We deliver Apprenticeships in a range of occupations at Level 2 to 5.
- NLTG's Accrington centres are home to our Furniture Manufacturing Centre of Vocational Excellence (CoVE) and Hospitality Centre of Excellence; each providing state-of-the-art training facilities.
- We deliver Traineeships in the workplace, and Pre-Apprenticeship programmes to young people at our centres in Accrington, Bury and Oldham.
- An Ofsted 'Good' provider in all areas of provision (last inspected in Nov 2019), we hold Matrix IAG (Information, Advice and Guidance) Accreditation, ISO:9001 Quality Management Systems Certification, and Investors in People Accreditation (IIP).

WHY NLTG

- Apprenticeships are NLTG's core business; we are focussed on and dedicated to, the delivery, development and continuous improvement of outstanding Apprenticeship training.
- We aim to create a true partnership approach with employers, working consultatively to ensure customised delivery and Apprenticeship success through an understanding of business need, goals and values.
- Our Apprenticeships are delivered entirely on employer premises, ensuring apprentices are positively contributing to the business rather than spending a large amount of time away from the workplace. Furniture apprentices have the option to enhance their skills by attending our furniture Centre of Vocational Excellence (CoVE).
- Our professional and occupationally competent Tutors deliver Apprenticeship training flexibly to meet business need, minimise disruption and maximise impact. All NLTG Tutors have been verified by Disclosure and Barring Service (DBS) checks, to work with young people.
- Our team of specialist maths and English Tutors are available to provide apprentices with additional maths/English support, on either a 1:1 or group basis.
- We actively seek employer and learner feedback to enhance programme delivery and customer service.

WELCOME TO NORTH LANCS TRAINING GROUP LTD

- NLTG's free applicant matching service is available to assist employers recruit new apprentices (predominantly aged 16-18), from the initial advertising of Apprenticeship vacancies via platforms such as the Recruit An Apprentice service to the selection of potential applicants. Contact us on **01254 395355** or email recruitment@nltg.co.uk
- Our Apprenticeship Service Engagement Team (ASET) is able to share their expertise in Levy management, the maximisation of co-investment funding and management of the digital Apprenticeship Service account. The team is also able to undertake administration of digital accounts, if required.

APPRENTICESHIPS AT NLTG

We offer Apprenticeships in a wide range of occupational areas including those listed below. As we are constantly expanding our portfolio, simply visit our website www.nltg.co.uk or contact our Employer Engagement Team on **01254 300779**, eet@nltg.co.uk for up-to-date information on our programmes.

- **Business Administration**
- **Catering and Hospitality**
- **Customer Service**
- **Coaching Professional**
- **Digital Marketing**
- **Furniture Occupations**
- **Glass Occupations**
- **IT (Digital Support Technician)**
- **Management**
- **Learning and Development**
- **Project Management**
- **Retail**
- **Team Leading**
- **Warehousing**



WELCOME TO NORTH LANCS TRAINING GROUP LTD

WHAT IS AN APPRENTICESHIP?

Apprenticeships combine employment with workplace study, allowing apprentices to gain new skills, knowledge and behaviours directly related to a job role. Apprenticeship Standards:

- are occupation-focused; although some Standards may contain a relevant qualification, they are not qualification-led.
- focus on the skills, knowledge and behaviours an apprentice will need to have learned by the end of their Apprenticeship.
- assess learners at the end of their Apprenticeship via an independent End Point Assessment organisation (EPAO) to prove the learner can carry out all aspects of their job.
- have been developed by sector specific groups of employers.

APPRENTICESHIP BENEFITS

Apprenticeships allow businesses to grow their own talent, develop skilled workers for the future and increase staff loyalty and retention. Employees who have been trained through an Apprenticeship are more motivated and committed to their organisation.

Research shows that 86% of employers state Apprenticeships helped develop skills relevant to their organisation, while 78% of employers said Apprenticeships improved workplace productivity. (Source: Apprenticeship Evaluation 2018/19: Employers).

The cost of Apprenticeship training also pays for itself through increased productivity within 1-2 years of apprentices completing their programme. (Statistics source: English Apprenticeships: Our 2020 Vision).

Apprenticeships can be used to develop the potential of existing staff – including graduates – through upskilling to gain substantive new skills, or to employ and train new talent.



KEY PEOPLE

NLTG TUTORS

NLTG will assign each apprentice a dedicated, occupationally competent Tutor, who will provide guidance and support throughout the Apprenticeship. Tutors will deliver training at a frequency appropriate to individual learner need (at least every 4 to 6 weeks) and embed contextualised English/maths delivery as part of curriculum teaching and learning.

Other members of the NLTG team may, on occasion, accompany the Tutor to sessions with your apprentices, or visit your company to speak to apprentices, supervisors or mentors for support and quality assurance purposes. (For example, each NLTG occupational team has a Centre Co-ordinator who is responsible for monitoring Internal Quality Assurance (IQA). Their role includes: providing NLTG Tutors with support on new procedures/processes connected with their occupational area; preparing and supporting NLTG Tutors in readiness for the End Point Assessment of their apprentices; and planning external quality visits from Awarding Organisations).

NLTG ENGLISH/MATHS TUTORS

Where additional English and/or maths support is identified at initial assessment, or at any point during programme delivery, one of NLTG's dedicated Skills for Life specialists will provide apprentices with 1:1 support. Free dyslexia assessment and support may also be provided, should this be identified at initial assessment or on programme.

WORKPLACE MENTOR

We strongly recommend you provide new apprentices with a workplace mentor, especially if they are aged 16-18. Mentors are in a **position of trust** and provide a role model/additional support to new apprentices, helping them to achieve and succeed. They help apprentices to understand their role in the organisation; how they may progress in their career; and provide support with any problems, issues, concerns or challenges they may have. In many cases, your apprentice's workplace mentor may be their manager/supervisor and as such they will also supervise the apprentice's work and the activities which will support their learning.

WORKPLACE MANAGER/SUPERVISOR

Your apprentice's manager/supervisor will work with the NLTG Tutor to support the apprentice throughout their programme, focussing on the apprentice's workplace development and supporting them undertake work which will aid their learning. The manager/supervisor will have regular meetings with the apprentice and NLTG Tutor and will: supervise the work of the apprentice; work with the apprentice to set objectives and provide feedback on how the apprentice is progressing towards those objectives; work with the NLTG Tutor in the negotiation/setting of work-based projects or assessments where this is required; work with the NLTG Tutor to resolve any issues (e.g. the apprentice's workload, attendance etc), which may affect the apprentice's ability to successfully complete their programme; participate in progress reviews/Milestone meetings, with the NLTG Tutor including discussion regarding the setting of targets. Such reviews will also include the updating of the apprentices Training Plan.

THE LEARNER JOURNEY

1. Onboarding

- Application
- Interview
- Eligibility checks
- Pre-tasks
- Occupational initial assessment (Including Recognition of Prior Learning and planning off the job training)
- Learning Support diagnostic assessment
- Enrolment
- Compilation of Training Plan
- Apprenticeship Agreement

3. Teaching and Learning

- Off the job training
- Delivery of learning relating to the development of Skills, Knowledge and Behaviours for the relevant Standard
- Completion of any Functional Skills
- Completion of any mandatory on-programme qualifications

5. Gateway

- Completion of Practical period of Training
- Learner Revision
- Mock End Point Assessments
- Portfolio preparation/projects

7. Completion and Certification

- Achievement of the Apprenticeship

9. Progression

- Next level if applicable
- CPD (Continuing Professional Development)

2. Induction

- Employer workplace induction
- NLTG induction to the Apprenticeship Programme

4. Formative Assessment

- Tripartite signed and dated reviews of progress every 8-12 weeks:
- Checking progress versus previous actions,
- Training delivered since last review
- Checking progress versus the agreed Training Plan
- Discussing slippage versus planned off the job training
- Discussing any identified additional learning support
- Update of Training Plan
- Learner Support Reviews

6. End Point Assessment

- Carried out by independent external End Point Assessment Organisation

8. Occupational Competence

- Competence in chosen job role

INITIAL ASSESSMENT AND INDUCTION

Prior to the start of an Apprenticeship, all learners will complete a written application and interview with an NLTG Tutor. We will also undertake the initial checks/assessments detailed below. Assessments will identify the most appropriate level of Apprenticeship for the learner and will inform the learner's individual Training Plan (plans are agreed by the learner, their manager/supervisor and NLTG Tutor). Additional learning needs will be recorded by learners on their enrolment form, ensuring reasonable adjustments can be made to support training and development.

ELIGIBILITY FOR FUNDING

We will check whether the learner is eligible to study and, depending on the size of your business and the age of the learner, the potential funding which may be available for Apprenticeship training.

OCCUPATIONAL INITIAL ASSESSMENT

We will carry out an occupational initial assessment to identify the learner's existing skills and knowledge, and to ensure they are sufficiently stretched and challenged throughout their Apprenticeship.

ENGLISH/MATHS INITIAL ASSESSMENT

All learners will be supported during their Apprenticeship with maths and English 'Functional Skills' (Functional Skills involves the application of maths and English skills to real life situations). Learners will therefore need to undertake maths and English initial assessments to identify the level they are working at.

TRAINING PLAN

Thorough initial assessment of the apprentice including tripartite discussion between apprentice, NLTG Tutor and employer will inform the content of the Training Plan. The Training Plan will include the name of the apprentice, their job role, the title and level of the Apprenticeship Standard, their normal working hours, the End Point Assessment Organisation, start and planned end dates, and the volume and arrangements for delivery of the off the job training requirements. The Training Plan will be signed and dated and copies retained by all 3 parties. Reviews of Apprentices progress will include the updating of this plan.

APPRENTICESHIP AGREEMENT

You will need to provide a copy of an 'Apprenticeship Agreement' to both the apprentice and to NLTG. This is an official document setting out how you and NLTG will support your apprentice achieve their Apprenticeship. It includes information on the training you'll provide, length of the apprentice's employment, their working conditions and qualifications they will be working towards. If you do not already have an Apprenticeship Agreement, NLTG will provide an example agreement and complete the final version with you and your apprentice at the start of the apprentice's programme. An Apprenticeship agreement template is also available for download from the Government website by visiting www.gov.uk/government/publications/apprenticeship-agreement-template. (For more details visit www.gov.uk/employing-an-apprentice/apprenticeship-agreement).

INITIAL ASSESSMENT AND INDUCTION

EMPLOYER INDUCTION

Any new employee undertaking an Apprenticeship will need to have a workplace induction at the start of their employment. Induction should clearly explain what you expect from the apprentice and cover the essentials below. A well-planned induction will help new employees settle into your company quickly, understand the environment in which they are working, and the job which they will be doing.

NLTG will complement this by providing all apprentices with an induction to their Apprenticeship programme, whether they are new or existing employees.

Employer Induction (for new employees undertaking an Apprenticeship) should encompass the following:

- issue the apprentice with a contract of employment and inform them of their terms and conditions of employment.
- explain your company policies and procedures, including Health & Safety, Equality & Diversity, safeguarding, accident/emergency and fire procedures.
- provide the apprentice with information about the job they will be doing and their responsibilities.
- provide a tour of the workplace.
- provide details of your company structure.
- introduce the apprentice to the people they will be working with, including their manager/supervisor and workplace mentor.
- provide an Apprenticeship Agreement and agree a Training Plan.

NLTG INDUCTION

We will explain:

- the content of the Apprenticeship, including the types of learning which will contribute towards the off-the-job training requirement.
- the apprentice's individual training plan and how this will be delivered.
- how to access and use the Aptem online platform.
- the End Point Assessment (EPA) arrangements.
- the types of learner support available, such as out of hours NLTG Tutor support, additional specialist support, maths and/or English support.
- any English and maths requirements and if required, the specialist 1:1 support available.
- the e-learning materials available via NLTG's online 'Learner Hub'.
- the creation of an NLTG email address and access to Office 365.

LEARNING, REVIEWS AND ASSESSMENT

OFF-THE-JOB TRAINING

It is a Government funding rule that all apprentices are required to spend at least, on average, 6 hours per week of their normal working week over the planned duration of the Apprenticeship on planned off the job activities.

You will need to ensure you allow your apprentice time to complete this requirement and NLTG will support you in identifying suitable activities (e.g. work shadowing, research, assignment completion). Further information regarding activities which count as off-the-job training is also available from the Government website at www.gov.uk/government/publications/apprenticeships-off-the-job-training. Off-the-job training can be delivered flexibly, for example: as part of every day or a proportion at the beginning, middle or end of the Apprenticeship programme. For further information, please see the Government 'Apprenticeship Off-the-Job Training Guidance' and NLTG's 'Off-the-Job Training Policy' available from the publications section of the NLTG website (www.nltg.co.uk).

TEACHING AND LEARNING

NLTG Tutors will conduct regular visits/meetings with apprentices which may be held in the workplace and/or take place using remote delivery via Microsoft Teams. Visits/meetings will be held at a frequency appropriate to individual learner need and will include assessment visits and the electronic recording of:

- session objectives.
- what the apprentice has learnt at the visit/meeting.
- in-house training and off-the-job training undertaken since the last visit/meeting (e.g. coaching, visits, shadowing, mentoring).
- progress towards Apprenticeship completion.
- skills requiring further development to stretch and challenge.
- independent learning targets.
- visit feedback/summary (i.e. related to the Apprenticeship, Health & Safety, safeguarding, Equality & Diversity, Functional Skills, British Values and Prevent).
- learning support agreed.
- an evaluation of the session.

TRIPARTITE AND MILESTONE MEETINGS

At least every 8-12 weeks, a 'Tripartite' review discussion will be held with the apprentice, their manager/supervisor and NLTG Tutor, to review progress towards previously set on and off-the-job training targets, and to agree planned training for the next visit. A 'Milestone' meeting (held with the learner, their manager/supervisor and NLTG), will formally review overall progress towards Apprenticeship achievement/completion.

Tripartite/Milestone meetings and reviews allow for open discussion on the progress being made and provide the opportunity to discuss any under-performance or corrective actions required, together with the provision of associated support for the apprentice (including pastoral support).

LEARNING, REVIEWS AND ASSESSMENT

EMPLOYER RESPONSIBILITIES

At Milestone meetings be prepared to discuss:

- the extent to which the learner has achieved targets agreed at sign on and/or the previous Milestone meeting(s).
- any achievements and progress the learner has made, as well as highlighting areas in which they are doing well.
- any new skills learned or developed and how these have been applied.
- any issues the learner may be having and where the learner may need further development or support.
- to what extent and how the off-the-job training activities are being fulfilled, including analysis of logs and training records.

NLTG RESPONSIBILITIES

The NLTG Tutor will:

- at the first target setting meeting, explain the target setting and target review process and records, including the purpose and content of Milestone meetings.
- agree targets for the first Milestone meeting.
- review and evaluate targets, record feedback and comments and re-set targets if required.
- agree new targets in preparation for the next Milestone meeting.
- identify any additional learning support needs in conjunction with the learner and employer.
- at the final Milestone meeting, review the entire progress from sign on to final Milestone meeting.

ENGLISH/MATHS FUNCTIONAL SKILLS

NLTG Tutors will embed English/maths Functional Skills delivery as part of curriculum teaching and learning. Where additional English/maths support is identified as being required (at initial assessment or on programme), NLTG's specialist Functional Skills Tutors will provide ongoing 1:1 support in the workplace. This will involve additional visits (usually one hour sessions) undertaken on a regular basis in a quiet place where teaching can take place to address the skills gaps. The minimum requirements for such teaching are that the environment is clean, there is a flat surface, two chairs, adequate heating and lighting and minimal noise and interruptions. If more than one learner is undertaking an Apprenticeship in your company, group sessions can be arranged. Our Skills for Life Team is contactable on [01254 397119](tel:01254397119).

GATEWAY

Gateway takes place before an End Point Assessment can start. The employer and NLTG tutor will review the apprentice's knowledge, skills and behaviours to see if they have met the minimum requirements* of the apprenticeship set out in the relevant Apprenticeship Standard and are ready to take the assessment.

*Minimum requirements are for the apprentice to:

- Be able to display occupational competency
- have evidence of or pass functional skill levels in English and maths
- complete mandatory training
- take any qualifications set out in the standard

- meet the minimum duration for their apprenticeship training

Only apprentices who complete gateway successfully can start the End Point Assessment.

END POINT ASSESSMENT

All Apprenticeships require the apprentice to undertake an independent End Point Assessment (EPA) at the end of their Apprenticeship, when both NLTG and their employer agree that the apprentice is ready to do so. The content of the EPA varies between standards but may include knowledge tests, presentations, projects and professional discussions and will be undertaken by an independent external organisation, chosen by the employer with the support of NLTG.

FEEDBACK

NLTG is dedicated to continuous improvement and welcomes feedback directly from employers and apprentices regarding the services and training we provide. Whether you have a question, suggestion, compliment, comment or complaint, you can provide us with details through a variety of channels.

These include contacting NLTG directly by phone, email or through our website, via ongoing feedback/discussion during reviews and at end of programme evaluations. Learners are also able to contact us at any time via the 'Learner Feedback' portal on the NLTG Learner Hub.

NLTG is committed to providing a high-quality training and learning experience and has a variety of policies and procedures in place (accessible via our website) to ensure any complaints are resolved in a thorough, professional and timely fashion. Policies include: Complaints, Whistleblowing, Safeguarding and Financial Complaints & Disputes Resolution.



APPRENTICE RIGHTS AND RESPONSIBILITIES

Apprentices have the same rights and responsibilities as all other employees; this includes pay, working hours, holidays and sickness. Below are the main areas of employee legislation you will need to adhere to (NLTG does not accept responsibility with regard to employment law relating to employing learners). Further employment advice and information is available from ACAS (Advisory Conciliation and Arbitration Service) via their website at www.acas.org.uk

WAGES

Apprentices are employees of your company and you will be responsible for paying their wage. The Apprenticeship minimum wage is only payable from the official start date of the Apprenticeship*; prior to this you will need to ensure you pay the National Living/Minimum Wage which is appropriate to your employee's age. (For further information visit www.gov.uk/national-minimum-wage-rates).

At the official Apprenticeship start date:

- employers must pay 16-18 year old apprentices at least the Apprenticeship minimum wage.
- employers may pay new apprentices aged 19 or over the Apprenticeship minimum wage, for the first year of their Apprenticeship only. After this date, you will need to increase your apprentice's wage to the appropriate National Living/Minimum Wage for their age.

*The official start date of the Apprenticeship is the date detailed on the NLTG Apprenticeship starts paperwork, agreed by NLTG, the employer and apprentice.

RIGHTS

Hours of work, holidays and sickness pay should comply with current employment legislation (further advice can be found at www.acas.org.uk).

STATEMENT OF EMPLOYMENT PARTICULARS

You will need to provide a written 'Statement of Employment Particulars'. This isn't an employment contract but will include the main conditions of employment and will need to be provided to your apprentice within 2 months of the start of their employment. (For more information, visit www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars).

WORKING TIME REGULATIONS

Employees under the age of 18 must not work more than 8 hours per day or 40 hours per week. Employees over this age must not work more than 48 hours a week on average – normally averaged over 17 weeks (this is sometimes called the 'working time directive' or 'working time regulations'). There are some exceptions to these rules, which can be found by visiting www.gov.uk/maximum-weekly-working-hours.

EMPLOYER RESPONSIBILITIES

EQUALITY AND DIVERSITY

The law requires that as an employer, you operate equality and diversity in line with the Equality Act 2010, and do not discriminate under the 'protected characteristics' of: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

EMPLOYER RESPONSIBILITIES

You will need to:

- comply with equality and diversity legislation.
- demonstrate your commitment to equality and diversity in the workplace.
- ensure apprentices are treated fairly and equally.
- ensure apprentices are not bullied, harassed or made to feel unwelcome in the workplace.
- inform apprentices of what to do if they feel they are being unfairly treated in the workplace.
- provide apprentices with the opportunity to join a recognised union if they are eligible.

NLTG RESPONSIBILITIES

NLTG's Equality & Diversity Policy promotes equality in the workplace and we are committed to the elimination of direct and indirect discrimination, harassment and victimisation.

We will:

- promote equality and diversity throughout the apprentice's training programme.
- explain to apprentices how they should treat others.



SAFEGUARDING, PREVENT AND BRITISH VALUES

All adults who come into contact in the workplace with young people aged under 18, or vulnerable adults, have a Duty of Care to safeguarding (i.e. to protect them from harm or abuse) and to promote their welfare. This includes those who may be at risk of exploitation from radicalisation, modern slavery or sexual exploitation (face-to-face or online).

The vast majority of adults who work with young people and vulnerable adults act professionally and aim to provide a safe and supportive environment which secures their well-being. Employers should be mindful of their safeguarding responsibilities and consider having appropriate policies in place to protect all parties - i.e. the company, employees, young people and vulnerable adults.

Further safeguarding information for employers, including our Safeguarding Policy, is available from the publications page of the NLTG website (www.nltg.co.uk). Any specific concerns may be raised through NLTG Tutors or NLTG's Safeguarding Team available on [01254 392385](tel:01254392385) / [397119](tel:397119).

Further support and information on safeguarding topics, such as online safety, sexual exploitation and modern slavery, is available from the NSPCC (National Society for the Prevention of Cruelty to Children) website at www.nspcc.org.uk.

KEY TERMS

Safeguarding is the process of protecting vulnerable adults or young children aged under 18, from abuse or neglect. As an employer, you and your employees may be considered as being in a 'position of trust' and will need to be aware of safeguarding strategies. To safeguard individuals, and to protect your employees and your company, it is advisable to have an Employee Code of Conduct if one does not already exist. The Code will assist your employees by ensuring the rules and standards of your company are clearly communicated. Safeguarding includes online safety, sometimes referred to as e-safety.

Prevent is one of four strands of the Government's counter-terrorism strategy known as 'CONTEST'. Through a strategy of support and advice, Prevent aims to stop vulnerable people identified as being at risk of joining extremist groups, from doing so and from carrying out terrorist activities.

British Values reflect life in modern Britain and are the common values that all communities share. There are four British Values, i.e.: democracy; the rule of law; individual liberty; mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith.

EMPLOYER RESPONSIBILITIES

- Understand what is meant by safeguarding, radicalisation and British Values. (see above)
- Ensure employees are trained to recognise potential safeguarding and radicalisation issues and clearly communicate what to do if they have concerns; including who to approach if they have a safeguarding concern (i.e. a nominated person in work).

HEALTH AND SAFETY

To maximise your apprentice's experience and achievement, learning must take place in a safe, healthy and supportive environment. NLTG have qualified professional health and safety personnel who can provide helpful guidance in such matters. The Health & Safety at Work Act places duties on employers who have the primary duty of care to protect the 'health, safety and welfare' at work of all employees, which includes apprentices, learners and work experience.

EMPLOYER RESPONSIBILITIES

You should:

- provide minimum and statutory employers and public liability insurance for the full duration of the Apprenticeship (NLTG require evidence of such).
- carry out written risk assessments/safety policy (where applicable, i.e. for new or expectant mothers or young persons aged under 18).
- provide free personal protective equipment (PPE) as identified via risk assessment.
- provide adequate first aid and fire arrangements.
- carry out an assessment of health characteristics for each apprentice, introducing controls/restrictions as appropriate.
- provide supervision for all apprentices at all times.
- prohibit under 18 year olds from using high risk machinery unless they have the necessary maturity and competence (including training).
- notify the HSE (www.hse.gov.uk) of any injuries, diseases and dangerous occurrences (RIDDOR) caused through work activities that result in the apprentice being unable to perform their normal job function for seven or more consecutive days. (For further information on RIDDOR, contact [0345 300 9923](tel:03453009923)). NLTG request that we are also informed of such incidents.

NLTG RESPONSIBILITIES

NLTG will:

- appraise all work placements to ensure appropriate health, safety and welfare arrangements are in existence.
- periodically re-appraise workplace environments to ensure the arrangements are maintained and where possible improved.
- signpost the employee to sources where they can identify additional advice and support for health and safety e.g. HSE website (www.hse.gov.uk).

For more information on health and safety visit the HSE website (www.hse.gov.uk).

USEFUL CONTACTS AND WEBSITES

NLTG HEAD OFFICE

01254 397 119
info@nltg.co.uk

NLTG SKILLS FOR LIFE (MATHS AND ENGLISH) TEAM

01254 397 119

NLTG SAFEGUARDING TEAM

01254 397 119

NATIONAL MINIMUM WAGE INFORMATION

www.gov.uk/national-minimum-wage-rates

ADVISORY, CONCILIATION AND ARBITRATION SERVICE (ACAS)

www.acas.org.uk

HEALTH AND SAFETY

www.hse.gov.uk

NSPCC

www.nspcc.org.uk

SOCIAL CARE HELPLINE

0300 123 6720
0300 123 6722 (Emergency Duty Team)

ANTI-TERRORISM HOTLINE

0800 789 321

PREVENT DUTY GUIDANCE

www.gov.uk/government/publications/prevent-duty-guidance

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