

2025/26



Luton Adult Learning

# Apprenticeship Handbook



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## Your Apprenticeship

<b>Apprentice name:</b>			
<b>Standard:</b>			
<b>Level:</b>			
<b>Place of work (employer)</b>			
<b>Start date of apprenticeship</b>		<b>Predicted end date of apprenticeship</b>	
<b>Start date of practical period</b>		<b>Estimated end date of practical period</b>	
<b>Duration of practical period</b>		<b>Planned amount of off-the-job training (hours)</b>	
<b>Smart Assessor log in details</b>			
<b>Username</b>			
<b>Password</b>			

## **Welcome**

### **Congratulations on securing your Apprenticeship!**

This is the first step to the start of your new career which gives you the opportunity to gain nationally recognised qualifications and gain new skills, whilst earning money and building a career.

We are all committed to your success and would like to work with you to achieve your goals.

Please keep in touch with us throughout your Apprenticeship – we are here to help you and make sure that everything is in place for you to achieve.

The information in this handbook will help you to understand how your Apprenticeship will work and how to gain the best results from your training.

If you have any questions, please contact Luton Adult Learning on 01582 490033

**Good luck!**

# Introduction to Luton Adult Learning

**Empowering individuals, improving communities.**

Luton Adult Learning is part of Luton Council. We work with local employers across a range of industries to encourage and create more apprenticeship opportunities for young people. Graded Good by Ofsted we offer high quality teaching and learning in a friendly and supportive environment.

<b>Address</b>	
<b>Luton Adult Learning Arndale House Luton Point 2nd Floor Luton Bedfordshire LU1 2LJ</b>	<b>Luton Adult Learning Morton House 21 Kimpton Road Luton LU2 0LA</b>
<b>Opening Times:</b>	
<b>Monday: 9am – 5pm Tuesday: 9am – 9.00pm (term time 5pm) Wednesday: 9am – 5pm Thursday: 9am – 9.00pm (term time 5pm) Friday: 9am - 4.30pm</b>	
<b>01582 490033</b>	
<b><a href="mailto:info@lutonacl.ac.uk">info@lutonacl.ac.uk</a></b>	
<b><a href="http://www.lutonacl.ac.uk">www.lutonacl.ac.uk</a></b>	

## Terms and Conditions

### Apprentice national minimum wage

The Apprentice National Minimum Wage (ANMW) for apprentices is £7.55 (reviewed each financial year). If the apprentice is 19 or over and past their first year they are entitled to the National Minimum Wage for their age.

	21+	18 to 20	Under 18	Apprentice
From April 2024	£12.21	£10.00	£7.55	£7.55

Employers are free to pay above the ANMW and many do so but they must ensure they are paying the apprentices at least the minimum wage. If an apprentice is on a higher wage, the employer must continue to pay that for the remainder of the training or until the apprentice becomes eligible for the full National Minimum Wage.

### Annual leave (holiday)

In accordance with your contract of employment. You must inform your learning coach and progress coach of any planned leave, to avoid clashes with any training, meetings or exams.

### Attendance with Adult Learning

It is very important that apprentices attend training in order to ensure that you achieve your qualifications/skills. We will advise employers if you do not attend. If you habitually do not attend as required, it may be necessary to withdraw you from the programme. Attendance is mandatory, the same as it is with your employment.

### Sickness

You must notify your employer/learning coach/progress coach of non-attendance at training owing to illness on the same day and no later than one hour after your normal starting time, explaining the reasons for absence and indicating when you expect to return. You must call in yourself, text messages and emails are not acceptable. If you are unable to return to workbased learning after a period of four weeks of absence, a break in learning may be required. A break in learning is a minimum of 4 weeks and this time must be added onto the end of the apprenticeship.

### Sickness certificates

If you are sick, you are required to complete your employer's self-certification form. If illness continues for more than seven days then a fit

to return to work note is required and can only be obtained from your doctor (the seven days includes weekends and bank holidays). These forms must be forwarded to your employer.

### Unauthorised absence/late or irregular attendance

If behaviour of this kind occurs, the matter will be discussed with you and your employer. Failure to improve may lead to disciplinary action and the possibility of your Apprenticeship being terminated.

### Procedures

As an apprentice you **MUST** follow all your employers policies and procedures. An apprenticeship is a job with training, therefore you will be expected to follow the job requirements at all times.

### Equal opportunities

As an apprentice, you should be treated in accordance with your employers Equal Opportunities Policy.

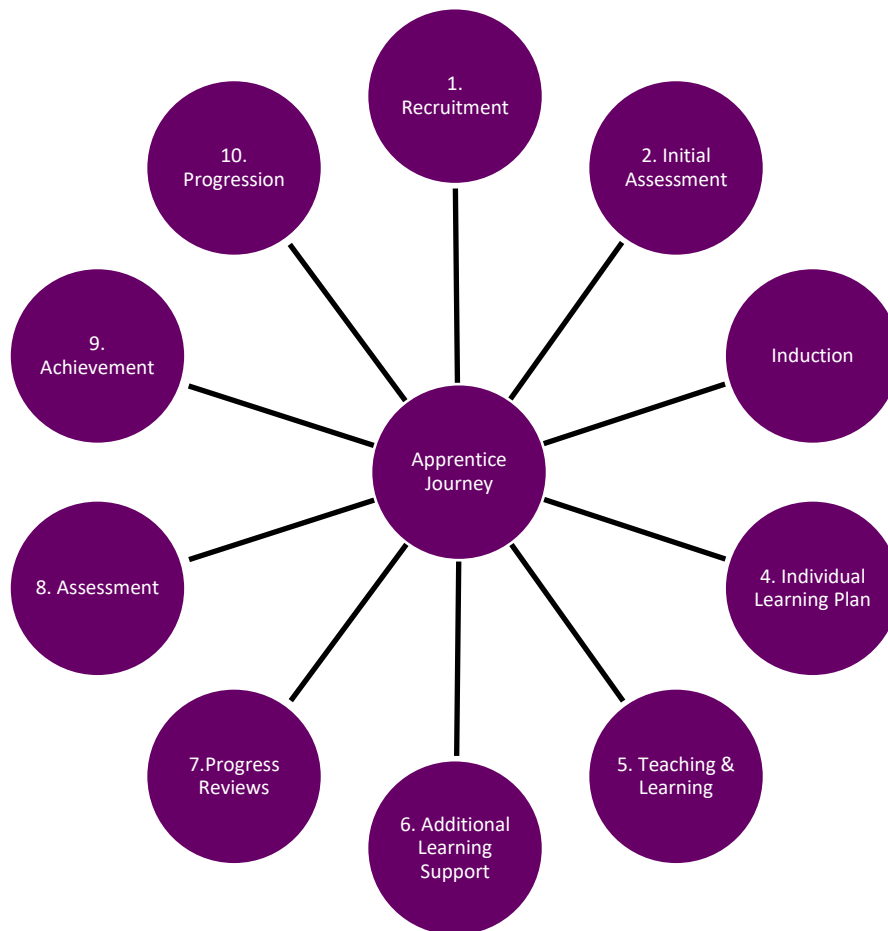
### Health and Safety

Luton Adult Learning will work with your employer to ensure that supervisors are fully aware of their responsibilities for training an apprentice safely. As an apprentice, you are entitled to the same protection under the law in Health and Safety matters as any other employee, however you also have a legal duty to obey safety rules. Personal Protective Equipment – any protective clothing/uniform/equipment should be issued to you on your first working day. Tools issued to you remain the property of your employer.

# The Apprenticeship Journey

## Enrolment Form

During induction you will be required to complete an enrolment form. It is an editable document and does not need to be printed.



# What is an Apprenticeship?

An apprenticeship is a real job, with hands-on work based experience, a salary and the chance to train while you work. You're entitled to all the same rights as all the other employees, with a contract of employment and holiday leave. An apprenticeship must last for a minimum of 12 months. Apprenticeships opportunities are open to all ages and are also suitable for existing employees wishing to gain new skills. If you're 16 or over, you can become an apprentice.

Each apprenticeship follows a standard that has been designed by a trailblazer group. Standards develop knowledge, skills and behaviours to a recognised standard that will be assessed.

Apprenticeship standards are made up of 3 elements: knowledge, skills and behaviours. Standards are obtained by completing an End Point Assessment. This is the final stage of an apprenticeship and is an impartial assessment of whether you have gained the relevant knowledge, skills and behaviours required.

## Who is involved with the qualifications?

A number of individuals and organisations have parts to play in your Apprenticeship programme. An outline of the various individuals involved with the assessment process and their specific roles can be found below:

<b>Role</b>	<b>Responsibility</b>	<b>Activity</b>
<b>Apprentice</b>	The person undertaking the qualifications	Complete learning and tasks set by learning provider and employer
<b>Learning Coach</b>	A qualified and experienced person with a teaching background who is able to deliver the knowledge element of the programme	Deliver planned sessions and build skills with learners to enable them to successfully achieve the qualification and undertake self directed continuous professional development. Coach and guide the apprentice to End Point Assessment.
<b>Progress Coach</b>	Pastoral support. Help ensure timely completion.	Provides personalised support for those who require it.
<b>Internal Quality Assessor (IQA)</b>	Ensures the quality of assessment internally	Samples assessment to confirm the quality and consistency of assessment decisions
<b>External Quality Assessor (EQA)</b>	Appointed by the awarding body to ensure that standards are being applied consistently	Ensures the assessors and IQA's maintain the national standards of qualifications being delivered
<b>End Point Assessment Organisation (EPAO)</b>	Appointed by the employer to carry out the final assessment against the Standard Assessment Plan	Ensures the knowledge, skills behaviours and evidenced are of a national standard

## Smart Assessor

Smart Assessor is a fresh and innovative web hosted e-portfolio designed to make evidencing work based programmes more enjoyable for apprentices. You will be able to see how you are progressing with your courses, interact with your learning coach, progress coach, upload evidence for your courses and review feedback.

You can take photos, videos, record discussions and observations as evidence and upload them to your e-portfolio.

### Logging in

Go to <https://www.smartassessor.co.uk/Account/Login> . Log in using the username and password sent to you via the site. You may need to check your junk. If you cannot find the details use the details/format below. You will be asked to change your password when you first log in.

Your username (unless told otherwise) will be your surname and your first initial (example below). The password is Password1, again you will be asked to change this when you first log in.



Login.

Log In

Username

Password

The Username field is required.

Username: BloggsJ

Password: Password1

## Code of Conduct

### Apprentice Responsibilities:

You are required to:

- Make a positive commitment and contribution to your own learning and development.
- To follow your employers rules and procedures.
- Accept responsibility for your own learning and to ask for help when needed.
- Attend regularly and punctually all learning sessions and appointments, accounting for any absence.
- Inform Luton Adult Learning of any changes to employment and/or personal details.
- Complete and submit all work on time and to the required standard.
- Behave in a manner that reflects the attitudes and policies of your employers and does not bring them into disrepute.
- Comply with all the Health and Safety policies and procedures.
- Adhere to Luton Adult Learning's Equal Opportunities Policy.
- Provide feedback (e.g. via the questionnaires) of the service provided within the Apprenticeship programme.
- Be respectful and polite to all members of staff.
- Bring any concern which may affect your learning promptly to the attention of a member of staff, so that appropriate support can be offered.

### Employer's Responsibilities:

You can expect your employer to:

- Ensure your health, safety and welfare whilst at work
- Provide information, instruction, training and supervision as is necessary to ensure Health & Safety at work.
- Support you in gaining your qualifications.
- Provide you with a contract of employment.
- Hold current employers and public liability insurance and vehicle insurance where appropriate.
- Provide personal protective equipment (PPE) where appropriate.
- Take part / contribute to progress reviews and the Individual Learning Plan (ILP).

## Paperwork Requirements

As part of your Apprenticeship you are required to complete a variety of paperwork.

### Enrolment Form

Enables Luton Adult Learning to register you for training.

### Apprenticeship Agreement and Training Plan

Required to be in place between apprentice, employer and ourselves. This will be completed at the start of your Apprenticeship and confirms the subject and level of Apprenticeship you are undertaking, start and end dates and your job role.

### Progress Reviews

These will be carried out by your learning coach at regular intervals throughout your apprenticeship. They will usually be carried out on a quarterly basis.

## Health & Safety

### Accident Reporting

Any accidents, incidents or near misses in the workplace **MUST** be reported immediately to your employer using the appropriate reporting form. Certain accidents must be reported to external agencies therefore it is important that all accidents are reported immediately.

## Equalities & Safeguarding

### Equality and Diversity

Equality and Diversity is the term used to promote equal access to all within the workplace. Luton Adult Learning is committed to promoting and valuing equality and diversity throughout our provision and practice.

We aim to ensure that apprentice's, members of staff, visitors or others that visit/use Luton Adult Learning have a positive experience on their programme / visit.

### Bullying & Cyberbullying

Bullying comes in many different forms and can happen to anybody, no matter what age. Don't try to hide what is happening and don't try to deal with the problem yourself, talk to someone you trust - teacher, parent, older relative or friend. Don't retaliate in any way or you may be accused of bullying.

Different types of bullying can include:

- Physical - Hitting, kicking, taking belongings or money.
- Verbal - name calling, insulting or making offensive remarks.
- Indirect - spreading nasty stories about someone, not including them in social groups, influencing others to purposely ignore them.
- Cyberbullying - using the internet, e-mail, blogs, social networking sites, mobile phones or other digital technologies to intimidate or humiliate others.

### Anti-Discrimination & the Equality Act 2010

The Equality Act 2010 combines previous anti-discrimination legislation into one act, and covers; Race, Gender, Sexual Orientation, Disability, Religion or Belief, Gender Reassignment, Pregnancy and Maternity, Marriage and Civil Partnership and Age. It protects against discrimination, harassment and victimisation.

An employer cannot discriminate against you because:

- of your gender.

- if you are married or in a Civil Partnership.
- you have gone through, are going through or intend to go through, gender reassignment (someone who changes their gender under medical supervision).

Under the Equality Act 2010, you cannot be denied a job, equal chance of training or promotion based on your age, nor can you be harassed or victimised because it.

The Equality Act of 2010 makes it unlawful to:

- Discriminate directly against you - that is to treat you less favourably than others because of your disability, or because of something connected with your disability, or because you are associated with, or care for someone with a disability.
- Discriminate indirectly against you - that is to apply a practice which would disadvantage you because of your disability unless it can be objectively justified.

### Safer Learning and Safeguarding

As part of our commitment to ensuring that all learners can learn in a safe environment, we have zero tolerance to any form of abuse for all learners. You have the right to feel safe where you learn. Other people should not hurt or abuse you. Your responsibilities are:

- To respect other people's right to safety.
- Not to hurt or abuse others.
- Not to threaten or abuse others.

If you have concerns for yourself or others please inform your progress coach or telephone 01582 490033 asking for either Merielle James, Annette Barnby, Christiane Astridge, Catherine Kirby, Jean Barker, Amrita Ghosh, Veronica Prestedge, Steve Faries or Sharon Gillas.

## The Prevent Duty

Prevent is one of the elements of CONTEST, the government's counter terrorism strategy. Prevent is about safeguarding you as a learner to keep you both safe and within the law. The Prevent Duty is not about preventing you from having political and religious views and concerns but about supporting you to use those concerns or act on them in non-extremist ways.

### What is Prevent Duty?

Section 21 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 3 to the Act, to have "due regard to the need to prevent people from being drawn into terrorism".

The government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental Core Values, including democracy, the rule of law, individual liberty, respect and tolerance." This also includes calls for the death of members of the British armed forces.

### What are Core Values?

Core values are defined as "democracy, the rule of law, individual liberty, respect and tolerance"; institutions are expected to encourage learners to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

For Prevent concerns our Single Point of Contact (SPOC) Catherine Kirby can be contacted on 07833 480343.

## Exit and Progression

Although there is not a guarantee of employment at the end of your Apprenticeship, we do aim to give you all the skills and experience to be able to secure further employment.

## National Careers Service

The National Careers Service offers information and guidance on

- Job Search
- Interview Techniques
- CV Writing
- Completing Application Forms
- Skills Check

<https://nationalcareers.service.gov.uk/>

## TOTUM and TOTUM+ discount card

Join TOTUM or TOTUM+ and access a range of big brand benefits...

- Save over £550 a year on everyday shopping
- Earn cashback on everyday purchases
- Reduce your supermarket bills by £100s
- Discounts at your favourite restaurants
- Get FREE government approved 18+ ID
- Enjoy 100,000s of discounts in over 90 countries worldwide

### Popular discounts:



Plus 100's more.....

### What is Totum and Totum+

TOTUM is a free digital discount membership providing access to 100s of online offers. with TOTUM you'll get access to some big-brand discounts across tech and mobile, travel, fashion, beauty, food and drink, fitness and more including Apple, Asos, Boohoo, TUI and many more!

TOTUM+ is a paid membership for students, professionals and apprentices which offers exclusive discounts not available to free members, as well as a physical TOTUM+ card to redeem discounts in-store. Plus, enjoy other benefits such as; reduced supermarket bills with TOTUM Cashback, FREE government approved 18+ ID, and 100,000s of discounts in over 90 countries worldwide! All from just £14.99!

## Reality check!

### It's only the beginning...

An apprenticeship is seen as the starting point for most people's careers. It is an excellent way to get into a company and learn from the expertise of colleagues around you. Hopefully your apprenticeship will give you the experience to think about the job role you might want to move into once you have completed your apprenticeship.

### Start as you mean to go on...

An apprenticeship is a real job and therefore it will be different from school, college or work experience. You will be paid a salary and for your holidays but there will be certain expectations that your employer will have around attitude and behaviour in the workplace.

### Showing you have what it takes...

When an employer hires you as their apprentice, they will have considered your skills, how you conducted yourself at interview, your personal presentation and how enthusiastic and interested you seemed in working for their company. They will expect that you have been honest about the type of person you are.

### Understanding what is expected of you...

Each company will have expectations of their apprentices, these may vary between different organisations and all will have their own way of doing things. It will help you to know exactly what is expected of you, if you are ever confused about this it is better to ask so that you can do the best job that you can.

## Remember:

- If you can't attend, call
- Staff are here to help you succeed, use their experiences
- Your performance is constantly being evaluated
- Respect at all times.