



University of East Anglia

---

**APPRENTICESHIPS**

**Degree and Higher Apprenticeship  
Employer Handbook**

University of East Anglia  
Norwich Research Park  
Norwich  
Norfolk  
NR4 7TJ

## CONTENTS

1.0 INTRODUCTION .....	3
2.0 Roles and responsibilities .....	3
3.0 THE UNIVERSITY OF EAST ANGLIA STRUCTURE .....	6
4.0 PROGRAMME STRUCTURE .....	7
5.0 Recruitment and Selection PROCESS .....	8
5.1 Recruitment to the Apprenticeship .....	8
5.2 Interviewing and Admissions to UEA .....	9
5.3 Accreditation of Prior Learning.....	10
6.0 INDUCTION OF NEW APPRENTICES .....	10
6.1 Documentation .....	10
6.2 Assigning Apprenticeship Advisers .....	11
6.3 Selecting Employer Mentors .....	11
6.4 Induction.....	11
7.0 TEACHING ADMINISTRATION.....	12
7.1 Time allowance for apprentices .....	12
7.2 Off the job training.....	12
7.3 Course Structure .....	13
7.4 Module options .....	13
7.5 Timing of teaching.....	13
7.6 On the Job training (Work-based learning).....	14
7.7 Assessments .....	14
7.8 Examinations .....	15
7.9 Progress monitoring – Informal and Formal reporting.....	15
7.10 English and Maths .....	16
7.11 End point assessment.....	16
8.0 LIAISING WITH EMPLOYERS.....	17
8.1 Contact details.....	17
8.2 Apprentice Change in circumstances .....	17
9.0 FORMAL FEEDBACK .....	19
9.1 compliments and Complaints .....	19
10.0 Funding.....	19
10.1 Levy .....	20
10.2 Levy Transfer .....	20
10.3 Co-investment .....	20
10.4 Apprenticeship Fees.....	21

10.5 Additional payments .....	21
11 safeguarding, prevent AND BRITSH VALUES .....	21
USEFUL INFORMATION .....	22
glossary of terms.....	23

## 1.0 INTRODUCTION

Thank you for choosing the University of East Anglia (UEA) to deliver Degree and Higher Apprenticeships to your staff. This guide provides general information for employers about the University and the apprenticeship programmes that we deliver. In addition, you will be provided with further information relating to the programme your Apprentices are enrolled upon and apprentices will be issued with both programme and University and Apprenticeship handbooks that provide information about how the University works, related policies and regulations, and programme specific details. Apprentices will also have access to the UEA Apprenticeship intranet portal and Course Blackboard sites both of which contain a large amount of information. If you have a question or query relating to UEA apprenticeships, contact:

UEA Head of Apprenticeships  
 Sharon Davies  
 Email: [apprenticeships@uea.ac.uk](mailto:apprenticeships@uea.ac.uk)  
 Tel: 07385394005

**OR**

UEA Apprenticeships Manager  
 John Nelson  
 Email: [apprenticeships@uea.ac.uk](mailto:apprenticeships@uea.ac.uk)  
 Tel: 07900738331

Please note this handbook should be read in conjunction with the UEA Degree and higher Apprenticeships: Employers Guide and [Apprenticeship guidance for employers](#)

## 2.0 ROLES AND RESPONSIBILITIES

The training plan outlines the expectations of all parties of an apprenticeship programme, that is the apprentice, the employer, and the University. All three parties must work together for a successful apprenticeship. Below are the considered responsibilities of each of these parties to ensure full support for the apprentice and a successful outcome.

**The apprentice agrees to:**

1. Provide the University and Employer all relevant information to assist in learner or programme eligibility checks.
2. Comply with any policies and procedures as outlined in the training plan.
3. Attend all required off-the-job training and workshops (or notify the University/employer, in advance where possible, of non-attendance).
4. Complete coursework, assignments, and exams required to achieve the apprenticeship.
5. Positively engage in the learning activities for each module, including independent study and research (to take place during working hours).
6. Provide the University with evidence of off-the-job training (where information is held by the apprentice).
7. Prepare for, attend and contribute to the progress review meetings, agreeing on targets and objectives or progress of the apprenticeship.
8. Confirm with the employer and the University when you have completed your learning and you are ready to take the End Point Assessment.
9. Ensure your employer and/or the University is aware of any concerns or issues you have, including those relating to learning support, health, well-being or anything else that might impact on your apprenticeship and achievement.
10. Report to the University any long-term absence from employment, and therefore the apprenticeship.

**The employer agrees to:**

1. Work with the University to identify the most suitable apprenticeship standard for the apprentice.
2. Support the University by providing information for the completion of the eligibility checks of the apprentice.
3. Confirm agreement that the University has made appropriate checks, that:
  - a. They have agreed that the apprenticeship is the most appropriate learning programme for the individual.
  - b. The apprentice has an opportunity in the workplace and job role to gain the knowledge, skills and behaviours needed to achieve the apprenticeship.
  - c. The apprentice has the appropriate support and supervision to carry out their job role.
  - d. Prior learning has been taken into account with the design of the programme.
  - e. All off-the-job training can be completed during working hours (including English and maths if required).
4. Agree on the fee for the apprenticeship programme, allowing for the apprentice's prior learning and is aware of the obligations regarding co-investment, or levy transfer.
5. If required, an End Point Assessment organisation has been appointed (at least 6 months prior to the end of the programme).
6. The training plan, as developed by the University, has been agreed, including:

- a. Delivery of off-the-job training (where agreed and detailed in the training plan)
  - b. Ensuring the apprentice has opportunities to practise new skills in the workplace.
  - c. Assisting in collating employer held evidence of off-the-job training.
  - d. Contributing to progress reviews with the apprentice and University
  - e. Agreeing with the apprentice and University, when learning is complete, and the apprentice is ready to undertake the End Point Assessment.
7. Work collegiately with the apprentice and University to address and resolve any complaints brought by the apprentice/University.
  8. Report any long-term absence from work for recording as Breaks in Learning.
  9. Confirm that their apprentice is not undertaking another apprenticeship or other Department for Education funded programme at the same time as the apprenticeship covered by this Training Plan, and that their apprentice has not been asked to contribute to the cost of their training and assessment for their apprenticeship (including through a student loan).

**The University agrees to:**

1. Check the eligibility of the apprentice, including that:
  - a. The apprentice has the right to work in England.
  - b. They spend 50% of their working time in England.
  - c. They are not undertaking another apprenticeship or will benefit from DfE funding during their apprenticeship programme (including student loans).
  - d. They have not been asked to financially contribute towards the apprenticeship.
2. Conduct the following checks with the employer:
  - a. The employer was offered (where appropriate) the option of the free Recruit an Apprentice service.
  - b. The employer has a contract of service with the apprentice which is long enough to complete the apprenticeship successfully (including End Point Assessment).
  - c. The employer and the apprentice have signed an apprenticeship agreement.
  - d. The employer is paying the apprentice a lawful wage.
  - e. The employer has agreed that the apprenticeship is the most appropriate learning programme for the individual.
  - f. The employer agrees to release the apprentice for the off the job training that is required in the training plan.
  - g. The employer will allow the apprentice to complete their off-the-job training during working hours (including English and maths if required).
  - h. The employer will give the apprentice appropriate support and supervision.
3. Devise a plan of training, for agreement by all three parties, taking account of the following:
  - a. An initial assessment of the learner's pre-existing knowledge, skills and behaviours, against those required to achieve the apprenticeship.

- b. The learner's current English and maths working level.
  - c. Any learning support needs.
  - d. The minimum off-the-job training requirement.
4. Negotiate a fee with the employer, including the following checks:
- a. Additional payments/bursaries/small employer waiver.
  - b. Relevant prior learning (which would reduce the duration of the programme and the negotiated price).
  - c. That the employer understands any obligations in relation to co-investment (where appropriate) and levy transfer.
5. Manage/provide the off-the-job training as detailed in the training plan:
- a. Provide an induction programme to the apprentice and the employer that explains the training plan.
  - b. Provide appropriate learning materials to the apprentice.
  - c. Report apprentice engagement issues in line with the University's attendance and engagement policy.
  - d. Ensure the quality of delivery through regular observations of teaching and learning, and apprentice/employer feedback.
  - e. Provide any certification as agreed with the employer/apprentice and/or required by the apprenticeship.
  - f. Lead the progress reviews with the apprentice and employer.
  - g. Update the training plan in consultation with the employer and apprentice when required.
  - h. Agree, with the apprentice and employer, when learning is complete, and the apprentice is ready to undertake the End Point Assessment.
6. Administer the programme:
- a. Complete any required paperwork (e.g., ILR) and upload data to the ESFA as required to trigger funding.
  - b. Make efforts to secure alternative employment for the apprentice if made redundant by the employer.
  - c. Seek to resolve any complaints brought by the apprentice/employer.

### 3.0 THE UNIVERSITY OF EAST ANGLIA STRUCTURE

The University of East Anglia is a purpose-built campus-based university set within 320 acres on the outskirts of Norwich which was established over 50 years ago. The University is divided into four Faculties and within each is a number of Schools of Study, with the Dean of School having overall responsibility for ensuring resources are in place to support contractual commitments. Each programme of study has a Course Director, and these are supported by module leads.

The Faculties and Schools are supported through a number of central professional services, including Learning and Teaching, Research and Innovation, Admissions, Recruitment, and Marketing.

Recently introduced into this structure is the role of Associate Dean Apprenticeships. This role is a cross-University role and has been introduced to work across all Faculties supporting the delivery and quality assurance of apprenticeship programmes.

#### 4.0 PROGRAMME STRUCTURE

An Apprenticeship Standard was designed by employer trailblazer groups and covers the knowledge, skills, and behaviours the trailblazers have deemed necessary for the specific role. Some standards have a mandatory qualification whilst others do not. Maths and English achievement up to level 2 are required at entry at the UEA and the Apprenticeship is considered complete once the Apprentice has successfully undertaken the End Point Assessment.

The length of degree apprenticeships varies from programme to programme with a range of start dates, depending on the programme and we will consider starting cohorts at different times to meet Employer needs but, for operational reasons, this cannot be guaranteed. The standard academic year runs from September to June.

Teaching is concentrated around two semesters, although this may vary for some programmes, and the School of Study will provide a timetable for the apprenticeship that your employees are undertaking. Approximate timing for the standard academic year is shown below:

- Semester 1 normally runs from mid to late September to mid-December.
- Semester 2 normally runs from mid-January to mid-May (with a break at Easter).
- Assessment period is normally mid-May until mid-June.
- Reassessment period is normally in August.

Each year's dates can be found here: [UEA Semester Dates](#).

Apprentices normally complete a number of modules each year, consisting of taught modules and assessed work-based learning. The focus on work-based learning is intended to allow Apprentices to practice and hone their skills in the workplace and apply the taught elements of the programme in practice. For some programmes there will be regulatory requirements (for example, placements in other work areas) and these will form part of the programme.

Each Apprentice is enrolled as a student at the University and as such is bound by its rules and general regulations.

## 5.0 RECRUITMENT AND SELECTION PROCESS

### 5.1 RECRUITMENT TO THE APPRENTICESHIP

Apprentices are employees and as such should follow the rules and procedures according to their terms and conditions of employment, including those relating to holiday entitlement.

You can enter existing employees or new recruits onto an apprenticeship programme, providing that they meet the programme entry requirements, and this meets your training needs. If you plan to recruit, please discuss with the University before advertising, to allow sufficient time for interviews, selection, and admission by the University. Furthermore, this will ensure that we can work with you to assess your training needs to ensure that the apprenticeship selected best meets the needs of your business. The university can also signpost to other apprenticeship provision if this either better meets your training needs or is required in addition to that delivered by UEA.

Contracts with Employers and recruitment of Apprentices are managed from the University's perspective by the University's Apprenticeship Team, who will:

- Agree contractual terms with you and provide a draft contract for your consideration and signature. (Please ensure that your signatory has authority to enter into a contract with UEA as the contract is legally binding).
- Liaise with you about the positions to be filled, entry requirements, due dates and placement of job advertisements.
- Assist in checking advertisement content for accuracy (if required).
- See that each vacancy is posted to [www.findapprenticeship.service.gov.uk](http://www.findapprenticeship.service.gov.uk) (if required).

Where the apprenticeship has been procured as the result of an Invitation to Tender, both parties will be bound by the tender specification, and this will inform contractual and procurement processes.

Where the apprenticeship is procured via a Procurement Framework, both parties will be bound by the terms of that framework and the contractual elements will be prescribed by the terms of the framework (e.g., Norfolk County Council Dynamic Framework.)

As an employer you have some specific responsibilities relating to employing apprentices which include:

- Provide a contract (or variation of contract) that reflects the fact that they are undertaking an apprenticeship and the expected length of that apprenticeship and the specific conditions of employment.



- This includes paying the apprentice for time at college, UEA, on placement and on other days away from work that are required to complete the apprenticeship programme – this cannot be annual leave.
- It is against the rules to add any conditions regarding the repayment of any part of the apprenticeship costs if the apprentice, resigns, is made redundant or has their employment terminated at any point during the programme or in the future.
- It is also against the rules to state in a contract (or variation of contract) that the apprentice must remain in your employment after the completion of the apprenticeship.
- The apprentices' hours should not exceed the European Working Time Directive, including study time at college or at UEA.
- Provide Personal Protective Equipment to allow the apprenticeship to carry out all their duties, at no charge to the apprentices.
- Pay additional travel expenses incurred by apprentices in the pursuit of their apprenticeship, to placement, college or UEA.

## 5.2 INTERVIEWING AND ADMISSIONS TO UEA.

Employers lead the recruitment process. They place adverts through their usual channels, (UEA can add to [findapprenticeship.service.gov.uk](http://findapprenticeship.service.gov.uk) if required) or internally via expressions of interest, to identify candidates from current workforce or outside. UEA provide information in relation to entry requirements to employers to assist in shortlisting. They will check that entry requirements are met to arrive at a shortlist, e.g., functional skills.

Shortlisting and interviewing can be carried out jointly (UEA & employers) or individually following the employers' usual routes and then by UEA. This will include the apprentice completing an Initial Needs Assessment. As part of this process UEA Schools of Study will check entry requirements are being met. There is a process for concessions if these are not met but the employer and the UEA must agree the candidate can be entered onto the programme. An applicant to an apprenticeship cannot enrol onto the apprenticeship programme until this process is fully completed.

Once candidates have been identified and initial needs assessed by the UEA as part of this admissions process, they can be admitted to the programme. This is done by providing the School of Study with the candidates' details. Individual apprenticeships will have slightly different requirements for admitting students and these will be provided by the School of Study.

Please ensure that candidates enrolled on lower-level apprenticeships have completed their End Point Assessment and have been closed off on the Apprenticeship Service (DAS) prior to the start of a further apprenticeship.

Once it has been agreed that a candidate can be admitted on to the programme, the UEA Apprenticeships Team will contact the employer and ask them to get their employees to complete mandatory documentation (Training Plan, Apprenticeship Agreement, Personal Details Form). This works outside of the usual UCAS admissions process and candidates should not submit a UCAS application.

Once a candidate is registered on our system, they will receive communications from the University including next steps and joining instructions by email.

Please note the University has requirements for English certification for students who are not native English speakers. The University will also verify visa and immigration status to ensure legal requirements and funding conditions are met.

### 5.3 ACCREDITATION OF PRIOR LEARNING

At the point of recruitment/admission all potential apprentices will be subject to an initial needs assessment to ascertain if there is prior learning that can be accredited or if the apprentice has any additional needs (or requires reasonable adjustments). The Initial Needs Assessment will either be carried out as part of the interview process or sent via email for completion following an interview. Recognition of prior learning (RPL) may be used to gain advanced entry or module exemptions.

The Course Director will liaise with you regarding any such candidates and the arrangements for capturing evidence of this learning to allow start at an appropriate point.

There will be a price reduction to the contract for any APL applied.

## 6.0 INDUCTION OF NEW APPRENTICES

### 6.1 DOCUMENTATION

When an Apprentice is identified, forms will be issued to apprentices via their employer from the UEA Apprenticeships Team to be completed including:

Personal Details Form – registration document (this may be online or via email).

- Training Plan – this tripartite agreement between the Apprentice, Employer and University outlines each party's obligations with respect to the programme and will be kept on the Apprentice's personal file by the University as per Education and Skills Funding Agency requirements.
- Apprenticeship agreement - it is the employer's responsibility to have a signed apprenticeship agreement in place with the apprentice and the University will require copies of these along with proof of eligibility and

qualifications at the start of the programme. The UEA can provide a template, or you can use your own.

- There may also be the need for additional data collection which is required for government funding purposes.

## 6.2 ASSIGNING APPRENTICESHIP ADVISERS

Each Apprentice will be allocated an Apprenticeship Adviser. This person fulfils a role combining that of personal tutor. The Apprenticeship Adviser will work with the apprentice and with you as the Employer throughout the programme, providing continuity and a single point of contact for academic and administrative matters relating to the individual Apprentice. The responsibilities of the Apprenticeship Adviser include the following:

- Pastoral support (the normal 'personal tutor' role) including regular contact with the Apprentice.
- Visiting each Apprentice regularly and meeting you both to carry out reviews of progress – minimum of 4 per year.
- Being in contact with the Apprentice regularly to discuss progress and any other academic requirements.
- Liaising with you for any other purpose.

In the event that an apprentice asks to change Apprenticeship Adviser, this will be facilitated (where possible) through our Learning and Teaching Service. Detailed information regarding this process will be given to individual Apprentices.

## 6.3 SELECTING EMPLOYER MENTORS

As part of your commitment to your apprentices, you are required to nominate an 'Employer Mentor' for each Apprentice. This individual should preferably not be the Apprentice's line or task manager. The Employer Mentor should meet the Apprentice regularly to discuss progress in their apprenticeship and should be empowered to take action on behalf of the Apprentice, if need be, both as an advocate in the workplace and with the University. This employer mentor will attend the formal progress reviews of the apprentice, record their comments at review and support the apprentice in setting and achieving personal targets, goals, and objectives.

## 6.4 INDUCTION

The Course Team will prepare and provide an induction pack for Apprentices including apprenticeship information, their teaching timetable and information relating to the University. This will be provided to the Apprentice at their induction session.

## 7.0 TEACHING ADMINISTRATION

### 7.1 TIME ALLOWANCE FOR APPRENTICES

The University's degree apprenticeship programme has been designed to minimise impact on your day-to-day business and we are working to ensure that the delivery pattern for each apprenticeship best meets the needs of the employer. This means that the delivery pattern for two cohorts on the same programme may look different and where there are regulatory requirements these will impact on what delivery looks like.

However, each Apprentice will need time to study, in the same way as any student and the ESFA rules require that each Apprentice is allowed paid time for off the job training during working hours in line with the requirements of the Training Plan. This will need to be recorded and submitted to the University. Both the Apprenticeship Agreement and the Training Plan will record your agreement to this. The Apprentice may also need to make a commitment to study in their own time.

Please agree on a suitable weekly routine with your apprentice(s) and communicate this to the course team via the review process and record on the Training Plan.

### 7.2 OFF THE JOB TRAINING

An apprentice is entitled to the opportunity for minimum of 20% of their contracted hours (capped at 30 hours per week for funding purposes only) to be allocated to 'off the job training to support their learning and progress.

This is based on the number of contracted hours over the period of the apprenticeship minus up to 28 days leave. The purpose is to support development of knowledge, skills and behaviours. It can be used in any of the following areas:

- Theory learning (knowledge), i.e., lectures, seminars, workshops, online learning, simulation exercises or relevant employer training and coaching.
- Practical training (skills and behaviours), including things that an apprentice wouldn't normally do in a typical week at work. For example, shadowing, relevant new skills training, mentoring, coaching, CPD activities, meetings.
- Learning support and time spent writing assignments and completing module assessment activities.

Maths and English qualifications are not included in the off the job training. Time should be made available in addition to this for an apprentice to complete these level 2 qualifications if needed.

Note: that the requirements of the programme may require more than the minimum time for off the job training and by signing a contract with the UEA the employer agrees to meet the programme minimum requirements.

The apprentice must log all off the job training in the training log provided.

### 7.3 COURSE STRUCTURE

The learning outcomes and programme outcomes outline the learning that an apprentice will achieve on successful completion of their Apprenticeship.

The learning outcomes identify the specific knowledge, skills, and abilities which apprentices will need to demonstrate to achieve each module and the programme learning outcomes identify the broader knowledge, skills and abilities and apprentice will need to demonstrate to achieve the award.

Details of what an apprentice can achieve on successful completion of an apprenticeship programme can be found in the programme handbook.

Each apprenticeship programme will include a range of modules, some are mandatory and others optional which are delivered at level 4, level 5 and level 6, and level 7.

### 7.4 MODULE OPTIONS

In programmes that contain optional modules, the University will advise Apprentices when they need to select elective modules and will check each Apprentice's elective choice.

If you wish to influence an Apprentice's choice of module options, please discuss this with the Apprentice and make the Course Team aware of this prior to the options being taken and as early in the programme as possible. Occasionally a module may not run if numbers are insufficient, and alternatives will be offered to the apprentice.

### 7.5 TIMING OF TEACHING

The teaching will include some timetabled activities that happen at a specific time each week as well as activities that can happen at any time (for example, self-directed study).

It may be necessary to schedule some teaching in the evening or at weekends; advance notice will be given to Apprentices where this delivery pattern is employed. This is most usual for those apprentices who work to a shift pattern and where there is a need to attend placements as part of the regulatory bodies' requirements.

## 7.6 ON THE JOB TRAINING (WORK-BASED LEARNING)

At the start of each year, each Apprentice's Adviser will contact the relevant Employer Mentor to discuss the role and responsibilities for the Apprentice in the coming year. The Apprenticeship Adviser will produce a list of intended learning outcomes taken from the Apprenticeship Standard which the Apprentice will be expected to meet during the year in a work-based learning environment, known as 'on the job training'.

The workplace mentor should ensure the apprentice is fully supported and that the skills they are learning meet business needs. This could include anything based in the workplace that is appropriate to the apprentice, the programme they're studying and the modules at that point in time.

Apprentices must document their work and achievements in the form of a portfolio of work using a suitable tool (this tool will vary by programme, and this will be explained to the apprentice by the Course Team). The Apprentice's portfolio of work will be reviewed regularly as part of their programme of study.

## 7.7 ASSESSMENTS

Apprentices are asked to submit various items of assessment (coursework, dissertation, practical, group work) by the deadline dates communicated to Apprentices each year by the course team. Deadline dates can be found online (eVision/Blackboard), in the Programme Handbook or via direct communications with the course team. UEA regulations state that all assessment items must be submitted by 15:00 on the deadline day. Late submissions and exceeding word limits by more than 10% are subject to mark penalties as per the 'Submission of Work for Assessment (Taught Programmes)' guide. Your co-operation is therefore appreciated in giving Apprentices time to complete their coursework.

Submission dates can only be amended if there is a valid and evidenced reason to do so (unless the apprentice is using a 'self-certified' extension), this is subject to the Apprentice making an 'Extenuating Circumstances Request' via eVision and this will be subject to approval as per the 'Exceptional Circumstances Regulations'. Apprentices will be advised during induction by the Learning and Teaching Service (LTS) how the University rules and regulations relate to them. Apprentices can obtain further information on this via the UEA intranet, their student handbook or by contacting their LTS Hub or Course Team.

There are various submission methods for UEA assessments including eVision, Blackboard and hard copy. This information is available on eVision, from the Learning and teaching Service (LTS) LTS Hub or the Course Team.

An assessment schedule detailing the assessment type and submission date can be found in the Programme Handbook.

## 7.8 EXAMINATIONS

Apprentices may be required as part of their course to sit exam-based assessments (examinations, course tests, OSCE's, presentations, practical's, group work) on the dates specified either by LTS or the Assessments and Quality Office (AQO).

The UEA strive to schedule exams at reasonably convenient times, but this is not always possible. All Apprentices will be required to sit exam-based assessments at the published times, therefore please can you ensure that Apprentices can be released to undertake examinations at the required times, or this could impede their progress within their apprenticeship. Any Apprentice who is unable to sit their examinations on the day will need to follow the University's exam rules and regulations.

## 7.9 PROGRESS MONITORING – INFORMAL AND FORMAL REPORTING

Advisers will speak to their Apprentices regularly to discuss progress, issues etc. If any issues arise which could affect the Apprentice's progress in the course, the Adviser will apprise the Employer Mentor and Course Director so that any necessary action can be taken.

Regular, formal progress reviews between the Employer Mentor, Apprentice and their Adviser will take place and copies of the review report will be circulated to all parties by the Adviser for signing and information. **Notes of progress review meetings form part of the Apprentice's Personal Evidence Pack.** These reviews will form part of the reporting to Employers on progress and will address the following:

- Checking the apprentices progress against the relevant Apprenticeship Standard and training plan
- Checking that the apprentice is on target to meet the 20% off-the-job training requirement, and that the off the job training log is being maintained.
- Discussing any issues regarding the apprentice's attendance, discussing support that might be needed to enable them to fully engage with the apprenticeship, either through the workplace or the University.
- Discussing their progress against programme and module learning outcomes, on and off the job training, and setting targets for future developments and progress.
- Reviewing any support needs, including establishing new support needs and/or arranging for assessment for support and the support provided by the University and the employer.

- Discussing and ensuring the apprentice understands the relevance of health and safety, equality and diversity, safeguarding and Prevent in relation to their role and workplace.
- Supporting the apprentice in investigating personal and career development opportunities.
- Negotiating and setting future targets and objectives to challenge the apprentice in the ongoing progress on the apprenticeship.
- Agreeing when the apprentice has completed the programme and prepare for the End Point Assessment
- Acknowledging updates to the training plan that need to be made.

A formal record of these meetings will be completed by the apprentice, employer mentor and apprenticeship advisor with all parties having access to the final agreed version.

#### 7.10 ENGLISH AND MATHS

All UEA apprenticeship programmes require the apprentice to *evidence* that they have achieved a level 2 qualification in English and Maths before being permitted access to their programme. Where apprentices either do not have or cannot evidence these qualifications (by certification) they will be required to obtain them prior to enrolment. In some cases, the requirement will be for GCSE English and maths at grade C/4 or above. In other instances, the requirement will be for at least Functional Skills English and maths at level 2.

WHERE POTENTIAL APPRENTICES HOLD OVERSEAS QUALIFICATIONS, THESE SHOULD BE REFERRED TO THE APPRENTICESHIP TEAM AT UEA, SO THAT THE UNIVERSITY CAN MAKE EQUIVALENCY COMPARISONS PRIOR TO THE START OF THE APPRENTICESHIP.

#### 7.11 END POINT ASSESSMENT

The University will contact End Point Assessment Organisations and liaise with you to ensure that this assessment takes place in a timely manner to support your Apprentices to achieve. Where portfolios etc are required, the Course Team will discuss this with Apprentices at an appropriate point in their programme. There will also be opportunities to discuss EPA at regular progress reviews. In some instances, the University may recommend a particular End Point Assessment Organisation based on knowledge of that occupational sector; however, the final decision rests with the employer.



The apprentice will need to have passed through the “gateway” before undertaking End Point Assessment. This gateway varies by Standard but will usually include:

- Evidence of achievement of English and Maths at level 2.
- Completion of an academic award (degree).
- An employer assessment confirming that the apprentice is consistently working at the appropriate occupational level to be proficient in all Skills, Knowledge and Behaviours detailed in the apprenticeship standard.

Both the Apprenticeship Team and the Course Team will liaise with you regarding End Point Assessment of your apprentices as appropriate throughout the apprenticeship.

An EPA is a compulsory element Apprenticeships are funded in part by you and the government via the apprenticeship levy. A condition of receiving this funding is that your apprentice signs up to fulfil all elements of the apprenticeship.

If we are notified of any apprentice declaring they do not intend to complete their EPA, we will request a meeting with the apprentice and the employer, and the apprentice will be withdrawn immediately from the programme for breaching the Apprenticeship Funding rules.

Refusal to sit an EPA could result in the UEA repaying the employer the programme fees received via the levy. All tuition fees could then be invoiced direct to the apprentice for failure to complete the apprenticeship and for breaching Apprenticeship Funding rules.

## 8.0 LIAISING WITH EMPLOYERS

### 8.1 CONTACT DETAILS

The appropriate University staff will liaise with Employers via the Employer Mentors and/or another contact point you provide. If your contact details change, please notify the Apprenticeship Team [apprenticeships@uea.ac.uk](mailto:apprenticeships@uea.ac.uk) who will disseminate the information within the University.

### 8.2 APPRENTICE CHANGE IN CIRCUMSTANCES

We understand that circumstances can change and that, for a variety of reasons, an Employer may wish to withdraw an Apprentice from the programme (or the Apprentice themselves may wish to withdraw) or that circumstances mean that the apprentice needs a break in learning.

#### **Break in Learning or Withdrawal**

Under ESFA rules any period of inactivity in learning that covers a whole calendar month requires a break in learning whether the apprentice is attending work or not.

If you wish to withdraw an Apprentice or if they require a break in learning, please contact the Apprenticeship Team as soon as possible to discuss and manage this process both from an Apprenticeship Service perspective and to comply with UEA regulations.

Failure to do so may result in additional charges.

If the situation is such that an apprentice has been made redundant or has resigned from their position, then the following steps should be taken:

#### Redundancy

- The employer should inform the University apprenticeship team as soon as a decision to make an apprentice redundant has been made.
- The employer should provide the university with a copy of the redundancy notice, which should indicate the day the apprentice became redundant.
- The university will ensure its records show the redundancy information for ESFA reporting.
- The university will make reasonable efforts to support the apprentice in finding another employer.

However,

- If a new employer cannot be found within 12 weeks of the apprentice being made redundant and they are more than six months from the end date of their apprenticeship they will be withdrawn from the apprenticeship.
- If the apprentice is made redundant within six months of the end date of the practical period specified in the Apprenticeship Agreement, they may continue the programme without being employed under a written Apprenticeship Agreement (with the ESFA continuing to fund the remaining costs of the price negotiated between the employer and the University up to the funding band maximum).

#### ***Apprentice resignation***

- When an apprentice resigns from their job and the and training and assessment is no longer being delivered ESFA funding will cease.
- The employer must notify the University promptly of the apprentice's resignation.
- The University can maintain accurate and up-to-date records for ESFA reporting purposes.

## 9.0 FORMAL FEEDBACK

There will be a number of opportunities for apprentices to provide the University with informal feedback regarding their programme. The university also has a formal Quality Review process for all courses (e.g., in module evaluations). As an Employer of Apprentices, you may also be asked from time to time by other agencies, for example ESFA and Ofsted, to provide your views on how the programme is progressing and how it should develop.

### 9.1 COMPLIMENTS AND COMPLAINTS

If you would like to compliment the apprenticeship provision at the University, we would be very pleased to hear from you! Please email the Apprentice Team email address or the Apprenticeship Advisor who works with your apprentice.

However, we also appreciate that things can sometimes go wrong, and we would ask that if you have any concerns about the apprenticeships that your employees are undertaking to contact the Apprenticeship Team so that we can attempt to resolve the issue.

Should it prove not possible to resolve this matter informally then our Employer Complaints Policy can be used to find a resolution formally.

Apprentices can access the Student Complaints Policy via the UEA portal, and this will be signposted at induction. Further information relating to complaints procedures for apprentices is detailed in their Training Plan.

## 10.0 FUNDING

These apprenticeship programmes are supported by the Government's Education Skills Funding Agency (ESFA) and as such are bound by their funding rules.

The UEA can accept apprentices onto its programme from:

- Levy paying employers.
- Levy transfer employers.
- Levy pledge employers.
- Co-Investment employers.

ESFA have YouTube videos to support you:

[ESFA YouTube Home page](#)

### 10.1 LEVY

Where employers are levy payers, they need to confirm this using documentation supplied by UEA Apprenticeship Team prior to the start of the apprenticeship, with confirmation that you wish to support the named apprentices using your levy.

Once contracts have been issued and agreed the UEA Apprenticeship Team will contact you to request that you enter your apprentices onto the Apprenticeship Service (DAS) prior to them starting on programme. If you wish to grant permission for the UEA to do this, you should contact the UEA Apprenticeship Team to discuss the information that you will need to provide for this to be completed on your behalf. In this instance, you will need to log into the Apprenticeship Service <https://accounts.manage-apprenticeships.service.gov.uk/> to confirm the details and approve.

### 10.2 LEVY TRANSFER

If you are intending to access apprenticeships by a levy transfer, you should indicate this to UEA Apprenticeships team, and this must be agreed, and the transfer made prior to the start of the apprenticeship. Where this is not complete, UEA reserves the right to charge you for initial training and to remove the learner from the apprenticeship.

Please note that you will need to apply to HMRC for a Gateway account to access a levy transfer in advance of the apprenticeship starting and this can take up to 3 weeks to be granted so this process needs to be started well in advance of the apprenticeship start date. Once this has been granted, please inform the UEA Apprenticeships Team. If you require further information or support in this process, please contact [apprenticeships@uea.ac.uk](mailto:apprenticeships@uea.ac.uk).

### 10.3 CO-INVESTMENT

If you are intending to access apprenticeships by co-investment you should indicate this to the UEA Apprenticeships team. Employers may need to pay 5% towards the cost of the apprenticeship training (with the government paying 95%, up to the maximum funding band). Any costs above the funding band must be covered by the employer in addition to their 5%.

The 5% fees will be invoiced directly to the employer and must be paid in part/full within 3 months of the apprentice starting on programme. If the 5% is not paid in part/full by this time, UEA reserves the right to remove the learner from the apprenticeship. UEA will accept the 5% in full or split annually over the duration of the programme, we will not accept monthly instalments. Please contact UEA Apprenticeships Team prior to employing an apprentice using this funding method.

ESFA have YouTube videos to support you:

- Create an [Apprenticeship Service](#)
  - The time needed to set up an account varies depending on each employer's situation.
- [Reserving apprenticeship funds](#)
  - It is essential that employers reserve funds through the apprenticeship service before training begins.
- [Advertise Apprentice Opportunities](#)

#### 10.4 APPRENTICESHIP FEES

Apprenticeship Fees are fixed on a programme by programme basis and will be clearly detailed in the contract between the University and the Employer and are paid through the Apprenticeship Service utilising the apprenticeship levy. Details of fees can be accessed in advance of engagement by contacting UEA Apprenticeship Team. Where the apprenticeships are procured using a tender the price will be as stated in the tender. Where the length of the apprenticeship is reduced to meet the accreditation of prior learning the cost will be reduced and communicated to you via the UEA Apprenticeships Team.

Where End Point Assessment Organisations are not in place or confirmed at the beginning of an apprenticeship a price will be agreed based on the percentage suggested in the apprenticeship standard and the overall cost will be adjusted appropriately when a price is established. At this point you may need to make adjustments to the cost on the Apprenticeship Service (DAS).

#### 10.5 ADDITIONAL PAYMENTS

Additional incentive payments are available to Employers where certain criteria are met and further details can be found at: <https://www.gov.uk/guidance/apprenticeship-funding-rules>.

The University will provide further guidance on incentive payments should any of your Apprentices be eligible and the Apprenticeships Team are happy to discuss this in more detail prior to recruitment should you wish. You will be asked to provide bank details that incentive payments can be made to at point of contracting.

#### 11 SAFEGUARDING, PREVENT AND BRITISH VALUES

The UEA has a legal duty to provide a safe environment for all students including apprentices, staff, and visitors.

This duty ranges from and includes protecting and safeguarding their welfare and wellbeing and, under the Prevent Agenda, protecting them from radicalisation.

The University's Safeguarding Policy provides guidance on how the University will ensure the welfare of those people who study at the university, work at the university or visit the university. It offers oversight of the procedures in place for handling a safeguarding concern, including concerns of someone being at risk of radicalisation.

Safeguarding and Prevent are significant aspects of the apprentices learning and will be addressed during the induction. At this stage it will be to inform and advise the apprentices on the policy and procedure in place at the University and the support available to them. Apprentices will also have the opportunity to return to these subjects throughout the apprenticeship, looking at safeguarding from different perspectives and their role in this area.

All apprentices will be introduced to the concept of British Values, and these will be embedded throughout their course to provide opportunity to inform and influence the behaviours and attitudes on campus, at work and in day-to-day life. The British Values are:

- Democracy.
- The rule of law.
- Individual liberty.
- Mutual respect.
- Tolerance of different faiths and beliefs.

All staff at the University participate in mandatory safeguarding and Prevent training to ensure that they are fully up to date with requirements and developments.

If you have any concerns regarding safeguarding in relation to your apprentices, please contact our Student Support Services team ([studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk)).

As an employer you also have a duty of care for the wellbeing and safeguarding of your apprentice whilst in the workplace. In addition to the normal duty of care that an employer has towards any employee, there is an enhanced responsibility for ensuring that the apprentice is not at risk of harassment, discrimination, or abuse.

All employers must take responsibility for the apprentice's safety at work, in line with the workplace policies and procedures.

## USEFUL INFORMATION

1. ESFA Apprenticeship funding: rules and guidance for employers  
<https://www.gov.uk/guidance/apprenticeship-funding-rules>
2. Apprenticeship Standards

## GLOSSARY OF TERMS

ESFA – Education Skills Funding Agency. The government body that manages apprenticeship funding and the rules for its use. Part of the Department for Education

Ofsted – Office for Standards in Education. The government body that inspects the quality of apprenticeships being delivered by providers.

On the job training – training undertaken by the apprentice whilst at work.

Off the job training – training undertaken by the apprentice whilst released from work for study.

Prevent - safeguards people at risk of radicalisation in a similar way to safeguarding processes designed to protect people from gangs, drug abuse, and physical and sexual abuse. Prevent is one part of the government's overall counter-terrorism strategy, CONTEST.

## APPENDIX 1 – UEA APPRENTICESHIP STATEMENTS & POLICIES

<https://www.uea.ac.uk/web/business/grow-your-business/apprenticeships/statements-and-policies>