

APPRENTICE



Handbook 2024/2025

Contents

- Page 3: Welcome to MITSkills**
- Page 3: What is an Apprenticeship?**
- Page 6: Apprenticeship Standards**
- Page 8: What is expected of me?**
- Page 10: What can I expect from MIT Skills?**
- Page 12: What can I expect from my employer?**
- Page 14: Information about my training**
- Page 16: Health and Safety**
- Page 17: Equality and Diversity**
- Page 17: Safeguarding and Prevent**
- Page 19: Further Support and Information**
- Page 20: Summary**

Welcome to MITSkills

We are pleased that you have chosen MIT SKILLS to assist you with your apprenticeship career. We look forward to playing an active role in your career and personal development. We also hope that your time with us will be enjoyable and productive.

What is an Apprenticeship?

An apprenticeship is a paid job with an accompanying skills development programme which allows the apprentice to gain technical knowledge and practical experience through a mix of learning in the workplace, formal 'off-the-job' training and the opportunity to practise and embed new skills in a real work context. So not only will you gain valuable experience, you will also be learning, studying, and earning money at the same time.

Apprenticeships have been designed by employers to meet employers' needs for a particular sector or job role, and each apprenticeship defines the skills, knowledge, behaviours, and formal qualifications that the apprentice needs to acquire to become competent in their chosen field and be awarded the status of fully qualified apprentice.

Apprenticeships are nationally recognised as a fantastic pathway into the career of your choice and MITSkills offers apprenticeships in almost all industries. The range of apprenticeships we offer can be found on our [website](#).

This handbook has lots of useful information that will help you to get the most out of your apprenticeship. If you need help with any aspect of your course or other things that are happening in your life, your assessor is your first point of contact. They will be able to help you with most things and if they do not know the answer, they will know someone who does. Don't worry, just ask.



What types of apprenticeship are available?

The government asked employers in each sector to review the content of apprenticeships for their industries and occupations; these new, revised apprenticeships, are known as Apprenticeship Standards.

We will advise you as to which Apprenticeship Standard matches your potential employer vacancy and skill requirements as part of your interview and selection process, further information can be found on our website.

More information on Apprenticeship Standards can be found later in this handbook.

What levels of apprenticeship are available?

There are various levels of apprenticeships available for those aged 16 and over. These range from Level 2 (Intermediate Apprenticeships) through to Degree Level Apprenticeships.

Level 2 - Intermediate Apprenticeships (equivalent to five good GCSE passes)

Intermediate Apprenticeships all have a National Standard they involve the development and assessment of skills, knowledge, and behaviours at Level 2 (relevant to the occupational sector or job role), and as defined by the Standard. Achievement of an Intermediate Apprenticeship may allow progression on to an Advanced Apprenticeship.

To start an Intermediate Apprenticeship, the applicant should ideally have 5 GCSEs (grade G/grade 1 or above).



Level 3 - Advanced Apprenticeships (equivalent to two A Level passes)

Advanced apprenticeships all have a National Standard, they involve the development and assessment of skills, knowledge and behaviours at Level 3 (relevant to the occupational sector or job role) and as defined by the Standard. Achievement of an Advanced Apprenticeship may allow progression onto a Higher-Level Apprenticeship.

To start an Advanced Apprenticeship, the applicant should ideally have five good GCSEs (grade C/grade 4 or above) or have completed an Intermediate Apprenticeship.

Level 4-6 Higher and Degree Apprenticeships

Higher and Degree Apprenticeships involve the development and assessment of skills, knowledge, and behaviours at Level 4 or above (relevant to the occupational sector or job role) and as defined by the Standard. Higher Apprenticeships at Level 4 and 5 can allow progression on to university degrees or Degree Apprenticeships which are now widely available in most sectors.



To start a Higher or Degree Apprenticeship the applicant should ideally have a relevant Level 3 vocational qualification, three good A Levels or have completed a relevant Level 3 Apprenticeship.

How long is an apprenticeship?

The minimum length of an apprenticeship is 12 months but some apprenticeships will be designed to last two, three or four years. Duration will depend on the Standard being followed, the level of apprenticeship, the specific occupational area/sector, and the prior skill levels of the apprentice.

Once you start your apprenticeship you will be taken through an induction programme which will guide you through your training and the contents of your apprenticeship including the studying of any formal qualifications. It is our aim to help and advise you throughout your apprenticeship. Our team will help to make the process as painless as possible. Please do not hesitate to ask questions if there is anything you do not understand.

What can I do after I complete my apprenticeship?

There are several routes (occupational progression maps are available via the Institute for Apprenticeships follow the link below) that you can take after an apprenticeship. You can use the skills that you have developed to continue in employment; alternatively you can continue with the apprenticeship scheme to progress to the next level of apprenticeship, such as an Advanced Apprenticeship, Higher or Degree Apprenticeship.

<https://www.instituteforapprenticeships.org/occupational-standards/what-are-the-occupational-maps/>



Apprenticeship Standards

The current list of Apprenticeship Standards available for each sector or job role can be found on the Institute for Apprenticeships and Technical Training website.

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

Each Apprenticeship Standard defines the skills, knowledge and behaviours required for that job role or occupation, and each Standard is accompanied by an Assessment Plan, which details how the apprentice will be assessed against the Standard.

Your employer will be required to release you from work to receive 'off-the-job' training. This could be a requirement to attend the centre in the form of a day release or block release, or it could be training that takes place at your work but away from the immediate requirements and pressures of your normal job role. We will advise, plan, and agree with you and your employer, the 'off-the-job' attendance requirements for your chosen apprenticeship. As part of your apprenticeship, you need to complete an 'Off the Job' log of the hours you spend in training in order to evidence that you have spent the agreed amount of time in training.

Apprenticeship Standards can be quite different from each other, for example: some specify the achievement of mandatory qualifications, whilst others do not require the achievement of formal qualifications. We will advise you of the requirements for your apprenticeship. Every apprenticeship includes a final End Point Assessment which is carried out by an independent End Point Assessment organisation. Prior to completing your end point assessment you must reach Gateway, at this point you will have completed any specific qualifications, a portfolio and both MITSkills and your employer will agree that you are ready for the End Point Assessment.

All Standards will contain the following:

1. Skills and Competencies

The Standard will define the range of skills and competencies that the apprentice needs to practice and acquire to do the job to a specified standard. These skills are largely acquired and practised in the workplace. MITSkills will allocate an assessor who has the relevant industry experience and background to conduct a formal or informal assessment of your skills and provide you with feedback, and regular reviews with you and your employer.

2. Knowledge and Understanding

The Standard will define the knowledge and understanding that any apprentice will need to acquire and apply in order to conduct their role effectively and become occupationally competent.

3. Behaviours

The Standard will define the behaviours that any apprentice will need to demonstrate to become occupationally competent. This may include behaviours such as good attendance and punctuality, effective communication, problem solving or customer service skills etc.

4. Maths and English

All Standards require the apprentice to achieve qualifications in English and Maths prior to the end of their apprenticeship.

Apprentices without prior qualifications in English and Maths at Level 2 (GCSEs at grade C/4 or above, or Functional Skills at Level 2) are required to study and achieve these during their apprenticeship.

Apprentices aiming to complete an apprenticeship at Level 3 or above will have to complete Level 2 Functional Skills in English and/or Maths, if they have not already achieved English and Maths at Level 2.

Those undertaking a Level 2 Apprenticeship are required by the funding body to complete Level 1 in English and/or Maths if they do not hold GCSEs at grade G/grade 1 or above; and to study to Level 2 in these subjects as part of their apprenticeship. (You and your Employer must agree this in order to obtain funding; it is not optional but a national requirement of funding). Non-attendance at Maths or English sessions can result in removal from the course due to a funding breach.

English and maths Functional Skills are practical and applied literacy and numeracy qualifications, relevant to both young people and adult learners. They will help the apprentice to develop and apply important skills such as communication, analytical and presentational skills.

Functional Skills are assessed by examination and normally require the apprentice to attend the centre throughout the year, depending on individual requirements.

5. End Point Assessment

Each Standard has a detailed Assessment Plan that sets out how the apprentice is going to be assessed against each of the above elements of their apprenticeship.

Some Standards may require the achievement of formal and recognised qualifications as part of the Standard. Other Standards may require the apprentice to pass formal skills and knowledge assessments at certain points in their apprenticeship before they can move on to the next stage, and these are known as Gateway Assessments.

The range and type of assessment methods varies significantly between Standards, but all Standards will contain an End Point Assessment. This is an assessment that takes place at the end of the apprenticeship and is designed to assess the apprentice against all elements of the skills, knowledge, and behaviours. The End Point Assessment is conducted by an independent End Point Assessment organisation, and it will typically be spread out over several days.

Each Standard carries a description of the End Point Assessment and can be found by reading the Standard for your Apprenticeship, follow the link below to view the Standards index. Use the link for your standard, agreed for your role, to find your Standard: see the example page below showing a typical location to find the assessment plan. You will have evidenced the completion of at least the minimum off the job hours agreed in your plan and acquired all the required elements of the standard to enable you, your assessor and employer to consider that you are ready to go to End Point Assessment.

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>



This apprenticeship standard is in the process of being revised. In the meantime, the version below remains approved for delivery. Further details of this and other occupational standards in revision are available in the [revisions status report](#).

Overview of the role

Servicing and repairing light vehicles such as cars and vans, working on all the systems found in the vehicle.

Details of standard

Occupational Profile

A motor vehicle service and maintenance technician services and repairs light vehicles such as cars and vans and works either in dealerships which focus on a particular manufacturer, or in an independent garage which deals with many different makes of vehicles.

The Automotive Retail Industry provides employment for over half a million employees who work for approximately 70,000 employers. It is a major contributor to the UK economy. In a large dealership the Technician will typically report to the Workshop Controller, who in turn reports to the Aftersales Manager and liaises with the Service Reception. In smaller garages the Technician will report directly to the owner or Garage Manager.

Status: Approved for delivery

Level: **3**

Reference: ST0033

Version: 1.3

Date updated: 08/04/2022

Approved for delivery: 22 October 2015

Route: Engineering and manufacturing

Typical duration to gateway: 36 months (this does not include EPA period)

Maximum funding: £15000

LARS Code: 59

EQA Provider: [Ofqual](#)



Motor vehicle service and maintenance technician (light vehicle) assessment plan

File size: 435.8 KB



[Find an apprenticeship](#)

The apprentice needs to pass the End Point Assessment to become a fully qualified apprentice.

The assessment methods employed to assess the apprentice throughout and/or at the end of their apprenticeship could be one or more of the following:

Portfolio/Logbook, written or online knowledge tests,
Observations, practical test/assessments,
Presentations, Projects,
Assignments, interview/professional discussion.



<https://mitskills.com/end-point-assessments/>

What is expected of me?

Being clear in your understanding of your commitment and obligations under the rules of the apprenticeship programme is especially important. This may be your first experience of the workplace and/or learning or you may be consolidating years of experience through a recognised apprenticeship. As a responsible apprentice you will need to be able to demonstrate that you are committed to your apprenticeship programme and that you are prepared to play an active part in your development.

You will always be expected to act and behave in a professional manner, both at work and at the training centre, which includes: a commitment to full attendance, punctuality, and responsible/respectful behaviour. MITSkills has a [Learner Code of Conduct](#) which we expect all learners to comply with.

You are required to comply with several policies and procedures as a learner. These are aimed at ensuring you and other learners are safe and have standards you know you can expect of us and other learners, and we in turn can expect of you, these are provided on our [website](#) and are part of our terms and conditions. Hard copies are available on request.

Remember:

- adopt a positive attitude to tutors/assessors, the staff and service users in your organisation and at college
- Ask lots of questions, you are in the workplace to learn and to gain experience.
- Remember that you will be working as part of a team and that you will not be expected to work unsupervised.
- If you experience any concerns, you must speak to your mentor who is there to help you.
- Ensure you are on time, making sure you are in class when you should be and always arrive early for work.
- Be suitably dressed for work (safety wear must always be worn, unless told otherwise by your mentor).
- Your language must be appropriate and in a manner that means everyone can understand you.

All learners and staff at MIT Skills deserve to be treated respectfully and this includes you!

Attendance

All timetabled events in your course are compulsory. You must maintain at least 90% attendance for the length of the course, across all components of the course Employers/HR will be notified of unauthorised absences.

Poor attendance without mitigating circumstances will result in disciplinary actions and could lead to withdrawal from the course.

If you are going to be late or absent you must call your assessor to let them know.

The number to call is 0300 303 2225 or email your course assessor.
(You must make contact before your scheduled start time)

You must also inform your employer. If it is a workday, then you need to just inform your employer. You must try to give some details of how long your illness will last. Failure to phone in may result in a loss of money for that day.

From your first class you will be required to provide your own pens, pencils, suitable workwear, safety boots (as necessary). Items of stationary can be purchased at stationary shops and most large supermarkets. Safety equipment can be purchased from approved safety wear outlets.

Reporting illnesses and absences

If you are absent for five or more days you must provide a self-certification note to your employer and assessor. If, however, you are off for a period of more than seven days (including weekends), you must provide a medical certificate. Any apprentice who has incurred a period of four weeks sickness may be suspended from the programme for up to six months but may re-apply to be reinstated on the programme after having been

deemed fit for work. Any apprentice who has incurred a period of four weeks of consecutive working days of unauthorised absence will be terminated from the programme.

Punctuality

If you are consistently late without good reason, your employer may deduct money from your wages and this may also lead to disciplinary procedures being taken against you. Persistent lateness may result in your employer being informed and you being subject to MITSkill's disciplinary policy.

For more information on our disciplinary process please see the [Learner Code of Conduct and Disciplinary Policy](#) on our website.

Keeping appointments

Your assessor will need to carry out regular progress reviews with you and your employer and conduct several assessments and observations in the workplace during the length of your apprenticeship programme. These workplace visits will be arranged and agreed in advance. If you must change a scheduled appointment, then you need to give your assessor as much notice as possible. If you do not attend or are not present for scheduled appointments, then MITSkills may charge your employer for missed appointments. Continually missed appointments may result in disciplinary action being taken or you being withdrawn from the apprenticeship programme.

Depending on your apprenticeship programme and your prior qualifications, you may also be required to attend the centre or carry out online training sessions on additional days to complete your Functional Skills qualifications as part of your apprenticeship. Failure to attend these days may also result in MITSkills charging your employer for costs incurred, and persistent failure to attend may result in disciplinary action being taken or you being withdrawn from the apprenticeship programme.



What can I expect from MITSkills?

Our aim is to ensure you have all the information and support necessary for you to successfully complete your apprenticeship with us. The key person will be the work-based trainer or lead tutor, who will guide you through the programme from start to finish. The work-based trainer and/or tutor will conduct training and assessments in the workplace and set you targets through formal progress reviews. They will act as the link between your employer and MITSkills and will be your first point of contact if you have any questions, issues, or concerns. In some cases the responsibilities of workplace assessment and carrying out progress reviews will be split between two people.

Other key people may include teaching staff who will deliver any knowledge-based qualifications and a workplace mentor allocated to you by your employer.

At each stage of your apprenticeship you can expect the following from us:

Prior to the start of the apprenticeship

- Advice and guidance on the right apprenticeship for you, and support in helping you to secure an apprenticeship with a suitable employer.
- An initial assessment in Maths and English to ensure you are on the right level of apprenticeship and to identify any numeracy or literacy needs.
- The identification of any additional support requirements for those apprentices with disabilities and/or learning difficulties.
- An initial Health and Safety Risk Assessment will be conducted on your employer before you start your apprenticeship to ensure that you are being placed within a healthy and safe environment.
- Issue of a contract and/or a Training Plan, signed by all parties, which sets out the roles and responsibilities on all sides for the apprenticeship programme.

At the start of the apprenticeship

- You will be allocated a Learning Coach who will support you throughout your apprenticeship journey.
- An induction onto the apprenticeship programme.
- The issue of an Individual Learning Plan (ILP) and/or Training Plan that sets out the requirements of the apprenticeship, including a training and assessment plan which identifies the time spent at work in 'on-the-job' training and time spent away from work in 'off-the-job' training.

During the apprenticeship

- You can expect to experience a high-quality apprenticeship training programme, considering your needs and those of your employer and delivered by a professional and highly competent delivery and assessment team with relevant vocational expertise.
- Regular progress reviews to review your progress at work and in lessons and to set targets for the next period. The progress review will also monitor and respond to any concerns and issues you may have in respect of health and safety, equality and diversity, and safeguarding. See the relevant sections in this handbook for more information.
- Regular assessment of your knowledge, skills, and behaviours based on industry standards.

Assessment can take one or more of the following forms:

- Observation: direct observation of the apprentice performing a task to required standards in the workplace or in the centre.
 - Portfolio: a portfolio contains evidence of tasks completed, consisting of job write-ups, photos, witness statements etc. These will be assessed against the relevant standards by the appointed assessor.
 - Questioning: knowledge and understanding may be assessed via 'on-the-job' or 'off-the-job' questioning by the assessor or by written questions and answers.
 - Assignments and exams: apprentices may also be required to produce assignments or to sit internally or externally set exams to evidence knowledge and understanding. These are the most common assessment methodologies for any knowledge-based qualifications and for Functional Skills.
- We will conduct both formal and spot surveys of all apprentices after 12 weeks, 6 months and annually, as well as at the end of the apprenticeship to gain feedback about our performance. Please take the time to complete this survey fully and provide us with your honest feedback and suggestions for improvement.

At the end of the apprenticeship

- An End Point Assessment will be conducted by an independent End Point Assessment organisation.
- Certification of any qualifications achieved, including any End Point Assessment, and the issue of the apprenticeship completion certificate.
- Further advice and guidance on your options for further progression, e.g., progressing on to the next level of apprenticeship, will be offered if available and suitable.

What can I expect from my employer?

In taking on and supporting an apprentice there are certain obligations that an employer needs to commit to:

Employment and working hours

- You must be paid a wage that is at least the national minimum wage for apprentices, which is dependent on age, set by government and reviewed annually. The current minimum wage for apprentices can be found under <https://www.gov.uk/national-minimum-wage-rates> . Your rate of pay may exceed this at the discretion of your employer, and will consider your abilities, age, skills, experience and the market rate for the job concerned. Many employers choose to pay significantly above the apprentice minimum wage to secure and retain the best apprentices.
- Apprentices should be employed for a minimum of 30 hours per week up to a maximum of 40 hours per week and must be paid both for the hours they spend working and for those that they spend formally studying at the training centre or away from the workplace. (There are a few exceptions to this rule for learners which your employer and our work-based trainer will explain if it is relevant to your apprenticeship).

- All apprentices must have a contract of employment and receive a pay slip, or other evidence of payment.
- Apprentices under 18 years of age must be given at least two consecutive full days off per week and restricted from working shifts. Those aged 16 or 17 years of age must not work after 10pm or before 7am although there are some industries which are allowed early or late working. For further information on working time and breaks please see the ACAS guide <https://www.acas.org.uk/young-workers-apprentices-and-work-experience>



- You are entitled to paid holidays from your first day of employment. The minimum statutory entitlement is currently 28 days annually, including bank holidays. Where possible, holidays should not be taken during term time as this may delay progress towards your qualifications. Holiday pay will be accrued in accordance with the terms of your employment contract.

Your employer should allow you to join a recognised trade union if you so wish. The Advisory, Conciliation and Arbitration Service (ACAS) offers free confidential and impartial advice on all employment rights issues.

Induction

Employers must provide apprentices with a full workplace induction, covering subjects such as health and safety, fire procedures, sickness, holidays and complaints. Your employer should nominate a single point of contact (SPOC) for the company; this person will be a contact between the employer and the training provider if you or the employer require wider support during your apprenticeship. This may be your mentor, or they may be another member of staff. The Department of Education recognises this as good practice in developing a strong working relationship between the training provider and employer in delivering health and safety in relation to Prevent and Safeguarding.



Mentoring

Your employer will allocate a workplace mentor. The mentor can act as a role model and let you see, first-hand, the level you should be aspiring to. Your mentor and other skilled staff may support you in the skills building required for your Apprenticeship.

Providing learning opportunities and supporting skills development

To demonstrate competency in the workplace, which is a core component of your training programme, you may be required to collect evidence to demonstrate that you are competent in a range of different activities and skills. As part of the apprenticeship recruitment process, we will advise the employer on the range of tasks and

activities that you will need to undertake to develop your skills, and check that the employer has the range and scope of work available to evidence this.

You will be allocated a work-based trainer who will discuss and agree the best way of providing this evidence to achieve the national standards. This will involve identifying naturally occurring opportunities to practise and demonstrate skills in the workplace or organising activities specifically to demonstrate skills. The assessor will work with your employer to help them to deliver the training required and to create the opportunities necessary for you to develop your skills and achieve your apprenticeship.

Much of the training will take place within the workplace itself. This will typically involve you developing your skills through observing others perform activities, practising such activities yourself and learning from your peers and more senior colleagues. The more learning opportunities that you can access, the greater the range of skills you are likely to acquire, which will be of benefit to your apprenticeship.

Your employer is required to release you to attend the progress reviews that are carried out by the work-based trainer or tutor, and your employer, work supervisor or mentor should be present at these reviews to better support your progress and to identify and discuss any areas of concern or of good practice and to be involved in the setting of targets.

Day Release

You may be required to attend MIT Skills or other 'off-the-job' training to gain certain skills and undertake assessments. Your employer is obligated to release you on the agreed days or times for this and to count this time as part of your normal weekly paid hours.

Some employers allow the apprentice time at work to complete assignments, job write-ups or portfolio building activities, although they are not obliged to do this.

Information about my Training

MITSkills Induction

You will begin your course with an induction. This will help you get to know about your apprenticeship training programme, MITSkills' and your employers' expectations are of you.

During the induction period we will work with you to establish your current ability in Maths and English. We have a blended learning approach of direct teaching coupled with online resources which will customise learning modules to target any individual areas which require strengthening. We will be working together to ensure you get the right support to enable you to achieve your apprenticeship. Teams' invites are sent to the learner and employer directly from the dedicated functional skills tutor, any learner who cannot attend is required to contact their tutor at the earliest opportunity.

During the induction you will also be provided with further information on the learning systems.

'Off the Job' (OTJ) Training Time

The time you spend training and learning new knowledge and skills is known as the OTJ training time. You need to keep a log of this time as by the end of your apprenticeship you must evidence that you have completed a certain number of hours prior to your end point assessment. You will be given a log template to complete which you should complete on a weekly basis.

You need to record your training in hours (min 0.5 hrs & max 8 hrs per entry). This isn't just time you spend at college or in remote lessons, it also includes things such as:

- Training in the workplace or employer organised courses, relevant to your apprenticeship
- Shadowing a colleague to learn about something new, relevant to your apprenticeship
- Mentoring by a colleague to help learn new knowledge and skills relevant to your apprenticeship
- Practising a skill in the workplace to gain competence (this would only be relevant the first couple of times), relevant to your apprenticeship
- Completing job write ups or assignments
- Research for your assignments or online training directed by your assessor
- Taking part in a skills-based competition, relevant to your apprenticeship

Your OTJ log will be reviewed regularly by your employer and your assessor.

Tutorials

Your scheduled tutorial time will comprise of:

Group tutorials – this will cover all theory, practical and soft skills content of the course usually in the classroom or workshop environment.

Individual learning – this will be either in the classroom, workshop, IT suite or home study.

1 to 1 sessions – to agree any extra support that you need, discuss progress, and resolve any issues you may have that is preventing you from achieving.

The themes of Equality, Diversity and British Values are part your tutorials and will help you to evaluate your place in the world and to make good choices.

Information and resources to support you will be flagged by your tutor.

You maybe also required to attend one to one teaching sessions to allow extra support that you need.

Individual study

Individual study involves tasks designed to develop your skills as an independent learner. This may take the form of online tasks to complete before the next lesson, watching video clips, reflecting, creating e-documents, contributing to forums and completing assignment work in your own time.

Progress Reviews

These are held every 8-12 weeks with you and your employer. They may be face to face or online. If your employer can't attend in person they will be invited to attend online or via the telephone. These provide a clear opportunity to discuss progress, identify next steps and resolve any issues raised by yourself, your employer or your assessor.

Methods of assessment

Various assessment methods will be used to develop your skills during your course. These will include working in a real working environment, practical work, role play, written work, exams and portfolios.

Job card work is given a strict deadline/ hand in date, which **MUST** be met at all times.

Feedback

You can expect to have your work returned to you within 2 weeks, with feedback that shows you how to improve. We will correct English and Maths errors to help you to get ready for further study or work.

Academic extensions

Learners can request one extension to increase deadlines to submit course work but must provide an acceptable reason.

Appeals procedure

In the event of assessment grading disagreements, you can ask a member of staff to reconsider the evidence. We suggest you talk to the member of staff and discuss any issues related to your work. Your tutor will listen to your comments and discuss any problems with you. If you still feel unhappy, the appeal process is available at MITSkills.com

Health and Safety

Responsibility at work

All employers should take all the necessary steps to ensure that the health, safety, and welfare of all persons participating in an apprenticeship is of the same standard as that required in relation to any of its employees under current relevant health and safety legislation in Great Britain.

You are entitled to the same protection under the law as any employee, but you also have a legal duty to obey safety rules at your work placement and on day release.

Protective clothing and safety equipment must always be used where specified. If special protective equipment or safety equipment is necessary, then it must be provided free of charge to the apprentice by the employer.

You also have a duty of care to your employer and other employees in the workplace; this applies also when at the training centre.

If you have an accident, you must report it to your workplace supervisor and make sure it is recorded in the accident book. Any accident, however minor, must also be reported to your work-based trainer immediately.

MITSkills Centre Rules

PPE must always be worn in the workshops as directed by the assessor.

No smoking is permitted within the building, this includes vape and e-cigarettes.

No food or drink is permitted in the workshops, IT suite or classrooms.

Mobile devices must always be switched off unless you are on an official break or directed by the assessor for research or taking photos of assignments.

Workwear must always be worn, including in a classroom or IT suite.

Learners are not permitted to gather in the lobby or the entrance of the building as these are designated fire escape routes.

All personal rubbish and food waste must be disposed of in the bins provided.

Equality and Diversity

Employer Responsibilities

Your employer is obliged to comply with current equality legislation and not to discriminate under the 'protected characteristics' of sex, disability, marital status, race (including national or ethnic origins), sexual orientation, gender reassignment, marriage or civil partnership, religion or belief, age, pregnancy/maternity and ex-offenders with a spent crime.

All employers are required to have a policy/complaints procedure for harassment.

Safeguarding and Prevent

Safeguarding you both at work and at study is important to us.

Safeguarding means:

- The promotion of your health and development
- Ensuring your safety and care
- Ensuring you are offered the best life chances
- Protection from abuse and neglect
- Prevention of bullying and harassment
- Prevention against exposure to terrorism and extremist views

The term 'safeguarding' embraces both child and vulnerable adult protection and adopting preventative approaches to keep the apprentice safe. Safeguarding encompasses the apprentice's health and safety,

welfare, and well-being. The prevention against exposure to terrorism and extremist views applies to all, regardless of age or background.

We will monitor and respond as appropriate to any safeguarding concerns raised or brought to our attention by either the employer, the apprentice or a third party.

Our safeguarding policy can be found on our [website](#).

If you have any concerns about your safety, well-being or rights then please contact either:

- Your contact at the centre (i.e., assessor or member of teaching staff)
- The Designated Senior Safeguarding Lead, Stuart Francis; phone: 0300 303 2225, email: safeguarding@mitskills.com

If you have concerns about someone's safety or about their involvement in extremism or terrorist actions, or if you are particularly concerned that someone might leave the country to travel to a conflict zone:

- The Designated Prevent Lead, Stuart Francis, Claire Clark, or Liam Hughes. phone: 0300 303 2225, email: safeguarding@mitskills.com

A free support service is available for apprentices who are feeling low, upset and struggling to keep up with their apprenticeship. It is completely confidential and run by fully trained professionals with expertise in mental health. For further information, visit the Maximus UK website, call 0300 456 81 14 or please email: atw@maximusuk.co.uk

<https://atw.maximusuk.co.uk/mentalhealthsupport/>

Access to Work – [Access to Work](#) is a fund provided by the Department for Work and Pensions for help at work that isn't covered by an employer making reasonable adjustments. The support offered is based on a person's needs. An Access to Work grant can pay for:

- special equipment, adaptations or support worker services to help do things like answer the phone or go to meetings
- help getting to and from work

The money doesn't have to be paid back and won't affect other benefits.

Further Support and Information

Bursary

Apprentices that are 19 to 24 years of age and meet the criteria of Care Leaver may be able to qualify for a Bursary on production of evidence of eligibility; MIT Skills staff can support you with this. For more details of the Bursary and criteria please follow the link below:

<https://mitskills.com/policy-documents/>

Please take the time to read the Care Leavers Bursary Policy and if you believe you are eligible, complete the Care Leaver and Declaration form and send it in to our Bursary Administrator (see the policy).

Information advice and guidance

MITSkills provides a range of information and advice and guidance via your work-based trainer, or through our IAG trained staff who can be contacted via phoning on 0300 303 2225 between 9 - 5pm, Monday to Friday.

We also provide sign posting to a range of self-referral high quality national and regional IAG on our [website](#), available 24/7 to support you or your family at a time that suits you; or via the National Helplines Partnership here:

Link here <https://www.helplines.org/helplines/>

Complaints and issues

If you should have cause for complaint or wish to raise a concern with us, then you should speak with your assessor or a member of our employer engagement team in the first instance who will do their best to deal with the issue or else refer it on to their manager for follow up. If you are still not satisfied then you can follow the complaints procedure which can be found on our website <https://mitskills.com/policy-documents/>.

Benefits

As an apprentice with MITSkills you may be entitled to a number of benefits such as:

- NUS Card - TOTUM is the new name for NUS extra, the number 1 student discount card and app in the UK. A TOTUM Apprentice membership gives you access to over 400 discounts, deals and offers on big-name brands both online and in store, giving you big savings on eating out, tech, fashion, travel and more! Check it out at <https://totum.com/campaigns/nus-extra-is-totum>
- TfL Discounts - If you're 18 or over, live in a London borough and in your first year of an apprenticeship, you can get discounted travel with an Apprentice Oyster photocard. Check out <https://tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oyster-photocard>
- Trade Discount Cards – with a number of our apprenticeships you can apply for trade discount cards e.g. Halfords, please speak to your assessor

Summary

We hope that you have found this guide helpful and we wish you every success in your apprenticeship. As an MIT Skills apprentice you will be enrolled as a learner and as such you will have full access to a range of resources and support services.

Information on the following can be found on our website. Those marked with, *, form our terms and conditions accepted by yourself (hardcopies are available on request).

- Learner Code of Conduct and Disciplinary Procedure*
- Exam and Assessment Regulations
- Internal Quality Assurance and Appeals Policies*
- Code of Conduct*
- Health and Safety*
- Equality and Diversity*
- Safeguarding*
- Anti-Bullying and Anti-Harassment*
- Apprenticeship Care Leaver Bursary Policy
- Apprenticeship Care Leaver Bursary Declaration
- Prevent*

External Links - <https://mitskills.com/learner-support-iag-links/>

- Apprenticeships and Benefits
- English and Maths Learning Resources
- Careers help and guidance