



# Apprenticeship Handbook

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## Contents

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Page 3	Welcome to MITSkills
Page 3	What is an apprenticeship?
Page 4	What levels of apprenticeship are available?
Page 5	How long is an apprenticeship?
Page 5	What can I do after I complete my apprenticeship?
Page 5	What is involved in doing an apprenticeship?
Page 6	KSB's
Page 6	Academic integrity & the use of AI
Page 7	Functional Skills
Page 8	End Point Assessment (EPA)
Page 9	What is expected of me?
Page 11	What can I expect from MITSkills?
Page 14	What can I expect from my employer?

Page 14	Information about my training
Page 16	MITSkills induction & OTJ
Page 17	Tutorials
Page 18	Progress Reviews
Page 19	Health and Safety
Page 20	Equality and Diversity
Page 21	Safeguarding and Prevent
Page 22	Further support and information
Page 23	Complaints and Appeals
Page 24	Summary

## **Welcome to MITSkills**

We are pleased that you have chosen MITSkills to assist you with your apprenticeship programme. We look forward to playing an active role in your career and personal development.

## **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 (OTJ), and the opportunity to practice and embed new skills in a real work context. So, not only will you gain valuable experience, but you will also be learning, studying, and earning money at the same time.

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

If you need help with any aspect of your course or other things that are happening in your life, please speak to your tutor.

## **What levels of apprenticeship are available?**

There are various levels of apprenticeships available for those aged sixteen and over. These range from Level 2 through to Degree level apprenticeships.

### **Level 2 – Apprenticeship standard (equivalent to five good GCSE passes)**

The Level 2 apprenticeship standard involves the development and assessment of Level 2 knowledge, skills, and behaviours (KSBs) relevant to the occupational sector or job role. Achievement of a Level 2 apprenticeship may allow progression onto a Level 3 apprenticeship. To start a Level 2 apprenticeship, you should ideally have 5 GCSEs (grade G/grade 1 or above).

### **Level 3 – Apprenticeship standard (equivalent to two A Level passes)**

The Level 3 apprenticeship standard involves the development and assessment of Level 3 knowledge, skills, and behaviours (KSBs) relevant to the occupational sector or job role. Entry into a Level 3 apprenticeship would mean achievement of a Level 2 qualification in the occupational area or experience working in the sector and the applicant should ideally have five good GCSEs (grade C/grade 4 or above). Achievement of a Level 3 apprenticeship may allow progression onto a Higher-Level apprenticeship or degree course.

### **Level 4-6 Higher and Degree Apprenticeships**

Higher and degree apprenticeships involve the development and assessment of skills, knowledge, and behaviours (KSBs) at Level 4 or above (relevant to the occupational sector or job role). Higher apprenticeships at Level 4 and 5 can allow progression onto 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 duration of your apprenticeship will depend on the apprenticeship 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 study of any formal qualifications.

## **What can I do after I complete my apprenticeship?**

There are several routes to progress, and occupational progression maps are available via the Skills England website [Occupational Maps: Skills England](#)

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.

## **What is involved in doing an apprenticeship?**

Each apprenticeship standard defines the KSBs required for that job role or occupation, and each standard is accompanied by an assessment plan, which details how you will be assessed against the standard.

Your employer will be required to release you from work to receive 'off-the-job' training (OTJ). 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 OTJ attendance requirements for your chosen apprenticeship. As part of your apprenticeship, you need to complete an OTJ log of the hours to evidence that you have spent the agreed amount of time in off-the-job training.

Apprenticeship standards can vary, 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 before you start.

Every apprenticeship includes an End Point Assessment (EPA), which is conducted by an independent EPA organisation. Prior to completing your EPA, you must reach Gateway. At this point, you will have completed any specific qualifications required, a portfolio, an OTJ log, and both MITSkills and your employer will agree that you are ready for the End Point Assessment.

## **KSBs**

All apprenticeship standards will contain the following KSBs:

### **Knowledge and Understanding**

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

### **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. These skills are 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.

### **Behaviours**

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

### **Academic Integrity and the Use of AI**

MITSkills values academic integrity and the development of your critical thinking skills. While AI tools, e.g., ChatGPT, Copilot, etc., can be valuable resources for learning and research, all coursework submitted for assessment must be your original work. Using AI to complete assignments, write essays, or solve problems undermines the educational process and violates our academic policies. We encourage you to use AI responsibly and ethically, ensuring that your submissions reflect your understanding and effort. Remember, the true value of your learning lies in the KSBs that you acquire on your apprenticeship programme. For further AI guidance, please follow this link [JCQ-AI-poster-for-students-2.pdf](#).

## **Functional Skills in Maths and English**

Functional Skills are a component of your apprenticeship to enable you to complete your programme.

English and maths Functional Skills are practical and applied literacy and numeracy qualifications. They will help you to develop and apply important skills such as communication, analytical, and presentation skills.

Functional Skills are assessed by examination, and you may be exempt from them depending on your GCSE grades or age.

For further information about the Functional Skills that you may need to complete as part of your apprenticeship programme, please speak to our onboarding team.



## **End Point Assessment (EPA)**

Each standard has a detailed assessment plan that sets out how the apprentice is going to be assessed against each of the elements of their apprenticeship.

Some standards may require the achievement of formal and recognised qualifications. Other standards may require the apprentice to pass formal skills and knowledge assessments at certain points in their apprenticeship, and these are known as Gateway Assessments.

The EPA takes place at the end of the apprenticeship and is designed to assess the apprentice against all elements of the KSBs, and it will typically be spread out over several days.

Each standard carries a description of the EPA and can be found by reading the standard for your apprenticeship here: [Apprenticeship search / Skills England](#)

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 tests/assessments,
- Presentations, projects,
- Assignments, interview/professional discussion.

The apprentice will need to pass the EPA to become fully qualified.

## **What is expected of me?**

You are expected to understand your commitment, obligations and are prepared to play an active part in your learning.

This may be your first experience of the workplace and/or learning, or you may be consolidating years of experience through a recognised apprenticeship.

You will always be expected to act and behave professionally, 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 others are safe and supported. We have provided further information on our [website](#), which is part of our terms and conditions.

### **Remember:**

- Adopt a positive outlook to tutors/assessors, the staff, and service users in your organisation and at the training centre.
- Ask lots of questions and be engaged in your learning; 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 for the workplace.
- All learners and staff at MITSkills must be treated with respect.

## **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, and you must make contact before your scheduled start time.

If you are going to be absent from work/the centre, then you must 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 pens, pencils, suitable workwear, safety boots (as necessary). 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 fit note to your employer and assessor. Any apprentice who has incurred a period of four weeks' sickness may be suspended from the programme for up to six months but may reapply to be reinstated on the programme after having been deemed fit for work.

Any apprentice who has incurred four weeks of consecutive working days of unauthorised absence will be terminated from the programme.

## **Punctuality**

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

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

## **Keeping appointments**

Your assessor will need to conduct regular progress reviews every eight weeks 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 need to change a scheduled appointment, please 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 missing 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?**

We will provide you with all the information and support necessary for you to complete your apprenticeship with us. Your work-based trainer or tutor/assessor will guide you through the programme from start to finish, and along the way, they will conduct training and assessments in the workplace and set you targets through eight weekly progress reviews.

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

Before the start of the apprenticeship, you will:

- Get advice and guidance on the right apprenticeship for you.
- Support in helping you to secure an apprenticeship with a suitable employer.
- You will complete 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.
- We will discuss any additional support requirements for those apprentices with disabilities, mental health support, and students in need of educational support plans.

- We will do a Health and Safety Risk Assessment on your employer before you start your apprenticeship to ensure that you are being placed within a healthy and safe environment.
- MITSkills will provide a contract and/or a Training Plan, signed by all parties, which sets out the roles and responsibilities for the apprenticeship programme.

### **At the start of the apprenticeship**

- You will be allocated an assessor/tutor who will support you throughout your apprenticeship journey.
- Induction into the apprenticeship programme.
- Individual Learning Plan (ILP) and/or Training Plan that sets out the requirements of the apprenticeship.
- 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 will experience a high-quality apprenticeship training programme, to meet your needs and those of your employer.
- An apprenticeship programme delivered by a professional delivery and assessment team with relevant vocational expertise.
- There will be eight weekly progress reviews to set targets for the next period. The progress review will also provide an opportunity to raise any concerns you may have regarding health and safety, equality and diversity, and safeguarding.
- You will receive regular assessment of your KSBs based on industry standards.

### **Assessments**

The types of assessment could be:

- Direct observation of the apprentice performing a task to required standards in the workplace or in the centre
- Portfolio 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 by the assessor or by written questions and answers
- Assignments
- Exams
- Professional discussions.

### **At the end of the apprenticeship**

- The EPA 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.

### **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 the government and reviewed annually. The current minimum wage for apprentices can be found here: <https://www.gov.uk/national-minimum-wage-rates> . Your rate of pay may exceed this at the discretion of your employer. Employers often choose to pay significantly above the apprentice minimum wage to secure and retain the best apprentices.
- An apprentice 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 assessor/tutor will explain if it is relevant to your apprenticeship.)
- All apprentices must have a contract of employment and receive a pay slip.
- If an apprentice is under eighteen years of age, they must be given at least two consecutive days off per week and restricted from working shifts.
- Apprentices aged sixteen or seventeen years of age must not work after 10 pm or before 7 am, although there are some industries which allow early or late working.
- To find out further information on working time and breaks, please click here, <https://www.acas.org.uk/young-workers-apprentices-and-work-experience>
- An apprentice is entitled to paid holidays from their first day of employment. The minimum statutory entitlement is currently 28 days annually, including bank holidays.
- 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.

## **Employers 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 requires 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 concerning Prevent and Safeguarding.

## **Mentoring at work**

Your employer will allocate a workplace mentor. The mentor can act as a role model and demonstrate the level of work required. Your workplace mentor and other skilled staff may support you in the skills-building required for your apprenticeship.

## **Employers 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 show 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 an assessor/tutor who will discuss and agree on 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. We will work with your employer to help them deliver the training required and 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 eight weekly progress reviews, and your employer, work supervisor, or workplace mentor should be present at the reviews. The reviews are to support your progress and to identify and discuss any areas of concern and achievements. The reviews are also used to set your targets for the next 8 weeks.

### **Day release from work**

You may be required to attend MITSkills training or other 'off-the-job' training. Your employer is obligated to release you on the agreed days and 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 required 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 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 that require strengthening. We will be working together to ensure you get the right support to enable you to achieve your apprenticeship.

Apprentices will need to have access to Microsoft Teams to engage with online learning opportunities and will also be provided with access to online portfolios where relevant.

#### **Off-the-Job Training Time (OTJ)**

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 OTJ hours before your end-point assessment. You will be given an OTJ log template to complete, which you should complete weekly, and it will be reviewed regularly by your employer and your assessor/tutor. OTJ is not just the time you spend at the centre or in remote lessons.

OTJ 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.
- 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.

## **Tutorials**

Your scheduled tutorial time will comprise:

- 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 session – to agree on any extra support that you need, discuss progress, and resolve any issues you may have that are preventing you from achieving.
- The themes of Equality, Diversity, Prevent, and British Values are part of 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 may also be required to attend one-to-one teaching sessions to access 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**

Progress reviews are held every 8 weeks with you and your employer. They may be face-to-face or online. If your employer cannot 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**

A variety of assessment methods will be used to develop your skills during your course. These will include working in a real working environment, practical work, written work, exams, and portfolios. Job card work is given a strict deadline/hand-in date, which MUST always be met.

## **Feedback**

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

## **Academic extensions**

Learners can request one extension to increase deadlines for coursework but must provide an acceptable reason.

## **Appeals procedure.**

In the event of assessment grading disagreements, you can talk to a member of staff and discuss any issues related to your work. If you still feel unhappy, the appeal process is available at [MITSkills.com](https://mitskills.com).

## **Health and Safety**

Responsibility at work

All employers should take the necessary steps to ensure that the health, safety, and welfare of all apprentices is of the same standard as any of their employees under current relevant health and safety legislation in the UK.

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 also applies at the MITSkills centre.

If you have an accident, you must report it to your workplace supervisor and ensure it is recorded in the accident book. Any accident, however minor, must also be reported to your assessor/tutor 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.
- AI is not to be used for coursework/projects/assignments, etc. – it must be your work.

## **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, home 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.

Safeguarding encompasses your 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, e.g., assessor/tutor
- The Designated Senior Safeguarding Lead, Stuart Francis; phone: 0300 303 2225
- email: [safeguarding@mitskills.com](mailto: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](mailto:safeguarding@mitskills.com)
- MIT Mental Health Team are Liam Hughes, Stuart Francis, Iva Incheva; phone 03003032225 and out of hours 07776692150.

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 website

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

Call 0300 456 8114, or please email: [atw@maximusuk.co.uk](mailto:atw@maximusuk.co.uk)

## **Access to Work**

Access to work is a fund provided by the Department for Work and Pensions for help at work that is not covered by an employer, making reasonable adjustments. The support offered is based on a person's needs. The money does not have to be paid back and will not affect other benefits. 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 to get to and from work.

## **Further Support and Information**

### **Bursary**

Apprentices aged nineteen to twenty-four who meet the criteria of a care leaver may qualify for a bursary upon providing proof of eligibility. Please read the Care Leavers Bursary Policy carefully, and if you believe you are eligible, complete the Care Leaver and Declaration form and submit it to our Bursary Administrator (refer to the policy).

MITSkills staff can support you with your bursary application form. For more details of the Bursary and criteria, follow the link <https://mitskills.com/policy-documents/>

### **Information, advice, and guidance**

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

We also provide signposting to a range of self-referrals to a 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: <https://www.helplines.org/helplines/>

## **Complaints and appeals**

If you have cause for complaint or wish to raise a concern with us, then you should speak to a member of our employer engagement team, who will do their best to deal with the issue. 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 several benefits such as:

- TOTUM the number one student discount card and app in the UK. A TOTUM Apprentice membership gives you access to over four hundred discounts, deals, and offers on big-name brands both online and in store, giving you huge savings on eating out, tech, fashion, travel, and more! [TOTUM | UK's no.1 Discount Card & App for students, professionals, apprentices.](#)
- TfL discounts - If you are eighteen or over, live in a London borough, and are in your first year of an apprenticeship, you can get discounted travel with an Apprentice Oyster photocard.
- Trade discount cards are available with some of our apprenticeships.



## Summary

As an MITSkills apprentice, you will enrol as a learner, and you will have access to a range of resources and support services.

Our website has the following:

- 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\*

Those marked with \* form our terms and conditions (hard copies are available).

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

- Apprenticeships and Benefits
- English and Maths Learning Resources
- Careers Help and Guidance.

## Learner Voice

We will conduct surveys 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 these and provide us with your honest feedback and suggestions for improvement. We also have a QR code to complete the survey on your phone.

We wish you good luck on your apprenticeship journey!

