



*Your
Apprenticeship
Experts*

APPRENTICESHIP EMPLOYER UPDATE





Welcome to our Apprenticeships update – read about new developments and how we can continue to support your Apprenticeship programme.

In light of the Coronavirus Pandemic, we have made a series of amendments and improvements to our service, to ensure our clients and apprentices are best supported. This includes providing a full virtual delivery model, providing extra support and guidance to employers around COVID H&S security, increasing safeguarding support and the ability to support you with extra funding to recruit and train apprentices. Please read on for more information on how we have increased our level of support during this pandemic.

At PTS we pride ourselves on the level of support and customer service we provide. Prospect Training Services can assist your business in the areas of:

- Business Administration
- Customer Service
- Health & Social Care
- Team Leading
- Adult Care

By working with PTS you gain the expertise of our professional Apprenticeship HR and Recruitment team. We are here to discuss your needs and ensure you have the best financial package, plus we'll keep you informed of any updates.

Apprenticeships were extremely successful in the past to create a workforce with the relevant skills, knowledge and experience. This is still true today as apprentices work with you to learn and improve, taking pride in their new skills, and giving you serious effort and loyalty in return.

Apprentices benefit their employer, using every opportunity to make progress, adding value, motivation and enthusiasm to your workforce.

Thank you for working with Prospect Training Services and taking part in this worthwhile initiative.

Contact us:

Ewen Saunders (Commercial Director)

01452 886 888

ewens@trainandrecruit.com

What's new?

THE EDUCATION AND SKILLS FUNDING AGENCY'S APPRENTICESHIP SERVICE

The Apprenticeship Levy is a tax for employers, which came into effect in April 2017, to increase the number of apprentices in England.

Initially, only employers with an annual total bill of over £3m or those in receipt of a transfer of apprenticeship funds, were able to access the full benefits of the Education and Skills Funding Agency's (ESFA) apprenticeship service.

From January 2020, all employers in England may use the ESFA service, which provides employers with the following benefits:

- Apprenticeship advertising, assessment and recruitment.
- Manage apprenticeship funding.
- Access to suitable apprenticeship standard/framework and end point assessment organisations.
- Access to a larger pool of training providers and therefore providing more relevant training.
- The choice of how you want to control the use of apprenticeships and make them work for your business.



FIRE IT UP APPRENTICESHIPS CAMPAIGN

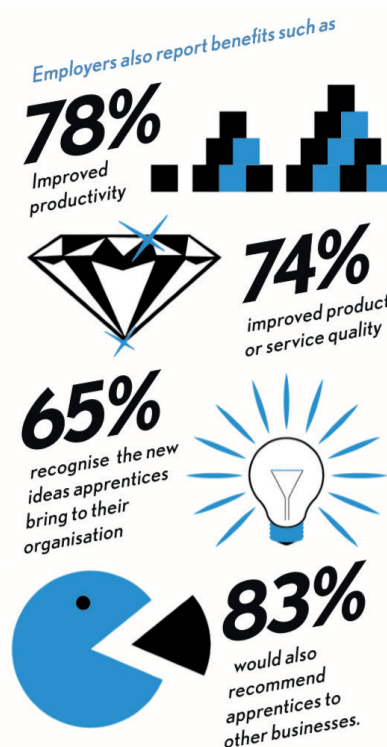
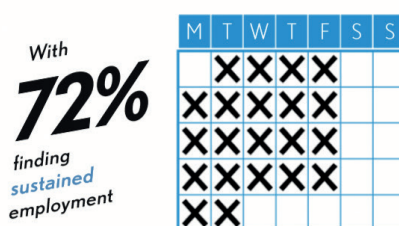
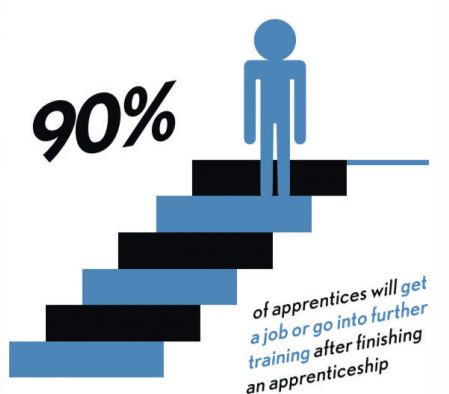
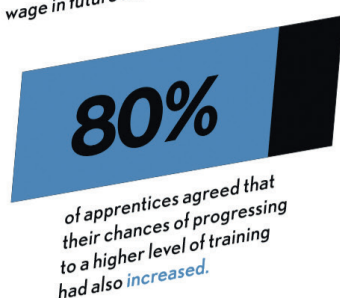
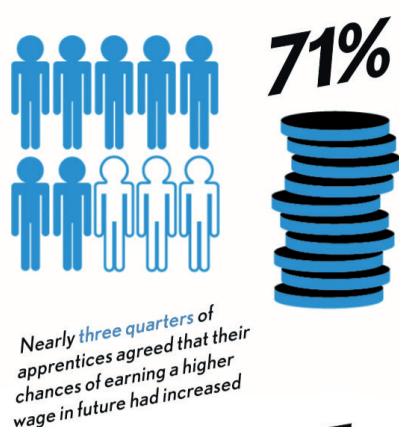
The next stage of the 'Fire It Up' apprenticeships campaign is now live. On 1 January, the next push for 'Fire it Up' launched with advertising appearing across TV, out of home poster sites, cinema, video on demand, social and digital channels.

We would welcome your support in promoting the campaign by using the Department of Education (DFE) campaign toolkit:

1. Post social media content - using @FireItUp_Apps #FireItUp
2. Share case studies of your apprentices/apprenticeships programme on your own channels
3. Post your apprenticeship vacancies on 'Find An Apprenticeship'

The DFE have produced a series of short films, featuring apprentices working alongside Jamal Edwards MBE owner of SB:TV, to record a music track produced specifically for apprenticeships and a series of Spotify playlist adverts, which have gone live from 15 January. Among other content for The Guardian, the DFE also produced a 'Weekend' magazine cover wrap which went live on Saturday 11 January 2019.

For more information about how to get involved, check out the campaign toolkit at <https://www.gov.uk/government/publications/using-the-apprenticeship-brand>.





NATIONAL APPRENTICE WEEK 2021

This will take place from the 8th to the 14th February 2021. This is a week long celebration, showcasing how apprenticeships have helped employers and people of all ages and backgrounds. During this week employers are encouraged to promote the excellent work of apprentices and the benefits they bring to businesses.

During 2020 there were over 900 events in England. More information will be released in the coming months about 2021. To find more information now, please visit:

<https://www.gov.uk/government/news/get-fired-up-for-national-apprenticeship-week-2020>

TRAINEESHIP & APPRENTICESHIP GOVERNMENT EMPLOYER GRANTS

The government move to ward off mounting fears of a surge in youth unemployment by increasing support for apprenticeships and funding six-month job placements for 18- to 24-year-olds has been welcomed.

The chancellor Rishi Sunak announced what he said was a three-point strategy to support, protect and retain jobs amid evidence that the fallout from the coronavirus lockdown has hit vulnerable young workers the hardest.

In addition to this, we know that many of you already work with PTS to offer work placements to our Traineeship learners. You can now potentially access **£1,000 per placement** you provide to a young person on a Traineeship. This will be available from the Government from September.

Part of that strategy is **£2,000** in funding for **every** apprentice a business hires aged between 16 and 24, and £1,500 for every apprentice aged 25 and over. There is no limit to the amount of new apprentices you can claim for.

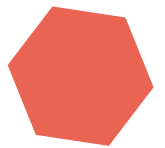
We at PTS can help you secure this funding and support you as an organisation to identify a new member of your team to support your succession planning for your workforce.

By working in partnership with PTS we can identify you an excellent new young member of your team and access up to **£3,000** per young person you take on.

Within the current climate, it is vital that young people are given the opportunity to develop the experience and skills they need to succeed and we are calling on employers like yourselves to support this where you can.

Don't miss out on this additional government funding and contact us at PTS today.

Please contact Ewen Saunders on **01452 886 888** or **ewens@trainandrecruit.com**



CASE STUDY

CIVICA GROUP

Rachel Higgins

When Rachel left school, the idea of going to college was not appealing because she wanted more practical training opportunities. A PTS apprenticeship seemed attractive because it offered the opportunity of gaining support at the beginning of her career. Rachel decided she wanted to join a PTS Apprenticeship Programme in Customer Service.

Rachel said 'PTS provided a great level of support and in different ways. For instance, an allocated tutor was arranged to deliver regular workshop sessions to myself and in accordance with my training needs. PTS also provided on demand support to myself, as they were easy to contact and responded quickly to requests. My tutor, Chrissie, was very motivating and provided words of encouragement for enhancing my confidence. Chrissie made great efforts in getting to know my learning needs and demonstrated great ability to adapt training methods to my learning needs. She regularly offered constructive feedback in order to support the enhancement of my learning'.

When Rachel started her apprenticeship placement, she had little idea how to provide customer services. When she joined Civica, she was provided with continuous learning and knowledge of customer services. Rachel felt the quality of her employer's support was of equal quality to the support that PTS staff and tutors offered her. Her employer made great efforts in getting to know her training needs and demonstrated great ability in delivering training session as according to her needs. They allowed her to develop her experience in her role and put her job knowledge into practice. The employer provided regular constructive feedback, which enabled her to improve her performance and knowledge.

Rachel said 'As a consequence of being able to easily request on-demand support, I credit PTS for helping me successfully complete all modules of the apprenticeship training programme, with great results. As a result of their workshops, I have developed excellent customer service skills'. Since completing her apprenticeship, Rachel secured herself a permanent position with Civica, as a qualified Customer Service Advisor. Rachel said, 'I really enjoy representing my employer in a positive manner and helping people. Since working with my current employer, my general attitude has developed into a mature nature and is now of a more confident attitude type'.

Rachel is very grateful that her professional development is ongoing. Rachel said, 'Since passing my apprenticeship, I have been trained to deliver more services and have been given an increased level of responsibility within my employer's organisation. I have continuous learning of different services and customer service knowledge. My confidence has increased since learning how to contribute to a positive working environment and continuing to be successful in doing so. I am also proud that I am entrusted to provide a professional image of my employer's organisation and to be helping people in life. I would like to continue developing in my current role for another five years. I am keen to continue with a career in customer service and in the future, I would like to work in a financial customer service position'.

If you are interested in our apprenticeship opportunities, contact Ewen Saunders on **01452 886 888** or email: **ewens@trainandrecruit.com**

Our continued service to you ...

PREVENT & SAFEGUARDING UPDATE FOR EMPLOYERS

Prospect Training Services have a legal responsibility to safeguard and promote the welfare of their learners and staff, and to ensure they operate within the law. As an employer providing work related learning you also have a duty of care for your learner's health and wellbeing. The PTS Safeguarding Team are here to support and advise you on how to do this:

Safeguarding at PTS

We have a robust safeguarding policy and procedure in place which all of our learners are informed of as part of their induction. This information is made available to our employers and can be requested at any time. We strive to keep our learners safe and ensure that they know they can access support at any time during their programme.

Reporting Safeguarding Concerns:

If a learner discloses anything that gives you reason to suspect that they may be at risk of harm, you should:

1. Listen carefully and take what is being said seriously.
2. Tell the learner you have a duty to report concerns.
3. Tell the learner you cannot promise confidentiality.
4. Write down what the learner says in their own words.
5. Email the PTS Safeguarding Manager katew@ptsyouth.co.uk (please do not include any sensitive information in the email and please only use the initials of the learner). If you would prefer to call and ask for advice you can contact **Kate Whereat** on **01452 300 255** to discuss your concerns.
6. You will be advised on what actions will be taken and fully supported to submit your concern/referral in a secure way.
7. PTS have a Child Protection Online Management System (CPOMS) in place to record and monitor all concerns raised about their learners, so it is vital that you report your concerns as soon as possible, no matter how big or small you think they might be.

The use of Microsoft TEAMS Virtual Learning

In light of the Coronavirus Pandemic and the restrictions placed upon us, we are pleased to introduce 1:1 virtual sessions for our apprentices via Microsoft Teams. Please rest assured that this has been fully risk assessed for us to keep the apprentice safe from online harm. We have provided each apprentice with a Virtual Learning Code of Conduct and their assessor will ensure that they are aware of the safeguarding protocols ahead of each virtual session. There may be occasions where you could be asked to take part in a 3-way review on Teams, we hope you will find this different way of working enjoyable and that it will help you to play an important part in your apprentices journey. If you have any comments or concerns relating to the use of Microsoft Teams please let us know, your feedback is important to us!

Learners & Prevent

All of our learners will cover the online training modules listed below as part of their apprenticeship or study programme:

- Radicalisation
- British Values
- Equality and Diversity
- Keeping Themselves Safe Online

If you would like to view these modules, or even complete them yourself to increase your awareness and knowledge in this area, you can access the Side by Side resources at:

<https://www.etflearners.org.uk/login/index.php>

We have also just introduced an Action Counters Terrorism course for all learners. This is a mandatory part of our programme which covers:

- Introduction to Terrorism
- Identifying Security Vulnerabilities
- Identify and Responding to Suspicious Behaviour
- Identify and Deal with a Suspicious Item
- What to do in the Event of a Bomb Threat
- How to Repond to a Firearms Attack

Each learner will be awarded with a certificate after completing this course and we hope that this will further enhance their skills in the workplace and provide them with the knowledge to keep themselves and your employees safe.

If you would like any further information on Prevent or Safeguarding please contact:

Kate Whereat

01452 300255

katew@ptsyouth.co.uk





Current Local Safeguarding Campaigns

PTS work closely with the Gloucestershire Safeguarding Children and Adults Boards. This includes the active promotion of national campaigns and undertaking any relevant training that is offered by the boards. In this newsletter I would like to draw your attention to the current topics:

The Coronavirus Pandemia, Mental Health Awareness

These are challenging times for many of us. This has led to an increase in the need for vital mental health support services. Gloucestershire Safeguarding Children Executive, have worked in partnership with various agencies, to list and signpost the support that is available in Gloucestershire for our young people. This information leaflet can be downloaded here:

<https://www.gloucestershire.gov.uk/media/2101042/mental-health-zcard-2020-v4-final.pdf>

Prevent Duty

The Prevent Duty is a Government strategy that was introduced to safeguard communities against the threat of extremism, radicalisation and terrorism, and for the promotion of British Values. Prevent is part of safeguarding and any concerns should be reported in the same way.

Section 26 of the Counter Terrorism and Security Act 2015 places a duty on educational establishments to have “due regard to the need to prevent people from being drawn into terrorism”. This is not about preventing apprentices from having political and religious views or concerns but supporting them to use or act on their views and concerns in a non-extremist way.

Prevent Training for Employers

The Education and Training Foundation have introduced a training course for employers. The aim of the course is to improve your knowledge and awareness of the Prevent strategy and how you can help to safeguard your apprentices. The course is completely free of charge and can be accessed via the link: www.foundationonline.org.uk/course/index.php?categoryid=14

If you require any help with accessing this course please feel free to contact Kate Whereat.

You can also access up to date information on the Prevent strategy by clicking on the link:

<http://www.preventforfeandtraining.org.uk/>

Stay Safe Film - National Counter Terrorism Security Office

All PTS staff have undergone Crisis Response Training which has been developed to raise awareness of the following:

- Dealing with a Bomb Threat
- Recognising Suspicious Behaviour in the Work Place
- What to do in the Event of a Firearms or Weapons Attack – Stay Safe Film

PTS highly recommend that you show the Stay Safe Film to all staff. This can be found on the link: <https://www.gov.uk/government/publications/stay-safe-film>

This is a free resource which could help save lives!



FUNCTIONAL SKILLS APPRENTICESHIP SESSIONS

Do you need to brush up on your Functional Skills Maths, English or ICT to achieve your full Apprenticeship with PTS?

We are providing small group and 1:1 sessions for you if you need support.
These sessions can be accessed virtually or face to face where possible.

Please contact **Liz Handley** on **01452 332 996** to book a slot convenient for you.





For further information, please contact
Ewen Saunders (Commercial Director)
on **01452 886 888** or **07540 778 503**
or **ewens@trainandrecruit.com**