



APPRENTICE HANDBOOK

JUNE 2017 VERSION 1.0

SKILLS4STEM LIMITED Registered address: 38 Mill Street MK40 3HD Bedford Company Number 8931034

Welcome

What is an Apprenticeships?

An apprenticeship is a way for all individuals aged 16+ who are in employment, to gain new skills and qualifications while working. Hiring apprentices helps businesses to grow their own talent by developing a motivated, skilled and qualified workforce.

Apprenticeships are a great way to progress in work and life and a great way for employers to improve the skills base of their businesses. They work for people of all ages and backgrounds and can transform lives.

Apprenticeships can be utilised to train new and existing employees. Funding may be available to support this.

Apprenticeships are available in a wide range of industry sectors with employers from large national companies to smaller local companies. They are available at intermediate, advanced, higher and degree level, covering more than 170 industries and 1,500 job roles, including digital media, business improvement techniques, nursing, cyber security, engineering, finance, costume design – no matter what the needs of your business or how niche the services and products are that you offer, there will most likely be an apprenticeship to suit your business.

Apprenticeships are designed by the sector skills Councils and business representatives from the relevant industry sector. Because they genuinely understand your business, the training will be relevant for your industry.

Depending on the sector and job role, an apprenticeship can take anything between one and five years to complete.

Most of the training is on-the-job at an employer's premises, working with a mentor to learn job specific skills in the workplace. Off-the-job training is provided by Skills4Stem and may be delivered through day release, block release, on-line/remote learning or a blend of different methods.

Apprenticeships are available to all staff members and subject to funding eligibility criteria.

What does carrying out an Apprenticeship mean?

Apprenticeships are structured around frameworks and standards that are a combination of nationally recognised qualifications. To be an Apprentice you will be in employment.

Your Employer will give you work-based experience in the area you have chosen and will support you in gaining your qualification. You will attend online & classroom training over the coming months to join with other Apprentices studying the under-pinning knowledge you will need to know to work in your chosen area.

We will ask you to sign an Apprenticeship Agreement to say that you agree with the terms and conditions of the training provider and your Employer will also have an agreement with us to ensure that you get all of the work place opportunities needed to gain your qualification.

Our Background

Who Are We

Skills4Stem Ltd. is a UK based Global Skills and Succession Planning Consultancy with a focus within Science Technology, Engineering and Maths sectors. With much expertise within the Built Environment.

Skills4Stem are proud to be innovating using technology solutions such as Gamification to collect, analyse and map skills and competencies data prior to designing and delivering high quality tailored UK, globally accredited training to ensure the highest return on investment for employers, individuals and the economy.

Skills4Stem were 'first to market' in the UK with Leadership Gamification software products to collect, analyse and map skills for the Built Environment.

Skills4Stem are accredited globally by the Institute of Leadership & Management (ILM), Chartered Institute of Building (CIOB) and Certified Professional Development (CPD) Standards Office.

In Dec 2015 we were named in the Top 40 Power List by FM Middle East.

'Leadership is all about people... and getting the most out of people'. Colin Powell, (2005)

Built on extensive experience Skills4Stem offers a wide range of high quality face-2-face training, in-house conferences, interactive workshops and consultancy services that can be tailored to individual, project or company requirements.

The Training Programmes we offer:

- Accredited and Non-Accredited Modular Training
- Mentoring Programme Design and Training
- Conferences
- Interactive face-2-face & online workshops

Our training courses are: high quality, innovative, interactive, flexible and accessible, accredited and always transferable.

Consultancy Services:

- Gamification
- Online Learning Development & Production
- Training Programme Design and Content Development
- Skills Audits (Including skills gap analysis)
- Appraisal Design
- Succession Planning Service
- Diversity & Inclusivity Audits and Programmes

Our expert consultancy services analyse your organisational needs and develop training to meet your company requirements.

Our Commitment to you

As an Apprentice, we are committed to the following:

- All personal information you supply to us will be treated in accordance with the Data Protection Act
- To gain your qualification in a safe, clean and healthy learning environment.
- To be treated with respect and fairness, irrespective of race, gender, sexual orientation or disability.
- To receive clear, effective and useful information and support promptly and effectively.
- To receive an initial assessment (where the programme requires), to ensure relevant support and training is provided.

At the start of your Apprenticeship, you will receive:

- An induction to your Apprenticeship.
- Your Handbook and initial workbooks to be completed in your first week of learning
- Contact from your workplace mentor (if the programme requires)
- Your Individual Learning Plan
- The resources you need to get you started on your Apprenticeship

During your Apprenticeship, we will provide:

- Experienced and qualified staff to deliver your well prepared and up-to-date Apprenticeship
- Depending on the course, a range of learning techniques which are relevant to the course and to your individual needs.
- Regular appointments to review and assess your progress, setting smart targets for your further learning.
- Access to all of the resources you need to assist you in your Apprenticeship.

On completing your Apprenticeship, you will receive:

- Skills and a fully recognised qualification to support your career enhancement.
- The opportunity to progress onto our higher qualifications within your chosen vocational area.

Your Commitment to us

As an Apprentice, your responsibilities are to:

- Monitor your own progress and adhere to the time commitments of the programme
- Undertake the duties required by your role with enthusiasm and a “can-do” attitude.
- Ensure you allocate time to complete assignments and any competence based work your learning portfolio
- Ensure any changes in circumstances which may affect your apprenticeship are reported to us
- Ensure you provide feedback to your workplace mentor on your progress and take part in discussions about your professional development

Employment Rights Act 1996 and Employment Relations Act 1999

An important part of being an Employee is to know your employment rights and responsibilities. As part of your framework you may be taught about employment rights and responsibilities. Some key facts are:

When you begin a job, you should be given an induction and a staff handbook. These documents should give you basic information on your rights and responsibilities as an Employee it's very important you know your rights and responsibilities for your workplace.

The specific areas covered in these acts are as follows:

- Protection of wages (This includes subjects such as the National Minimum Wage for Apprentices and sick pay)
- Hours of work
- Holiday entitlement
- Sickness
- Relieving of duties for studying and training (including classroom time)
- Maternity, Adoption, Paternity and parental leave
- Flexible working hours
- Complaints, grievance, disciplinary procedures, dismissal and redundancy.

What is a Contract of Employment?

All employees should receive a written contract of employment within 8 weeks of starting work. This contract must meet the Employment Rights Act 1996.

A contract of employment is a formal document which states:

- Hours of work
- Place of work
- Start date
- Scale or rate of pay
- Intervals at which the wage is paid
- Holiday entitlement and pay
- Sick pay entitlement
- Length of notice you must give and are entitled to receive to end employment
- Job title
- Disciplinary rules
- An Apprentice Contract should also include an Apprenticeship Agreement

Safeguarding

We are an equal opportunities training provider who strives to ensure that we cater for all genders and ethnicities. All Employers should have an equality and diversity policy, if you wish to read it please speak to your Employer.

Skills4stem are committed to ensuring our Apprentices are safe in all teaching, learning and work environments whilst completing their Apprenticeship. We work with many Employers who give young people the opportunity to experience the world of work, grow professional skills and begin their careers in several sectors. As part of the Apprentice Journey, Employers also have a responsibility to ensure Apprentices working within their organisation are safe.

What does Safeguarding mean?

Young people under 18 are defined as children in safeguarding legislation and guidance. As part of our duty, we will talk to Employers about what you can do to ensure that Apprentices are not exposed to threats or dangers whilst in the work place.

It is the responsibility of the Employer to ensure the working environment is safe, that all relevant legislation is upheld and that employees working alongside Apprentices are free from convictions that could pose a risk to a young person. Further information on safeguarding can be found here: <http://www.associationforsafeguarding.org.uk/>

Anyone who is undertaking an Apprenticeship can expect a duty of care from Skills4stem as the training provider. We also have to ensure that the safety of our Apprentices during training and in the workplace is managed effectively.

- We are committed to building a 'culture of safety' in which everyone in their care is protected from abuse and harm in all areas of its service delivery.
- We are committed to responding promptly and appropriately to all safeguarding incidents or concerns that may occur and to work with statutory agencies.
- We are committed to promoting awareness of safeguarding issues throughout its training and learning programmes, in particular at induction and through progress reviews.
- We are committed to empowering all Apprentices by promoting and reinforcing their rights to be safe and listened to.

If you have any queries or need to report an incident of bullying, harassment, neglect or abuse, or have any concern about your wellbeing, safety or rights, then talk to a member of staff within the Skills4stem team or call 01234 619484.

Equality is the right to be treated fairly regardless of your race, culture, age, gender, sexual orientation, religion, skin colour, etc. Your own personal traits and appearance should not contribute to negative treatment and there are procedures in place to prevent these incidents from occurring.

Diversity is a term used for mixture or variety. This can relate to your culture, religion and background. We all are individuals with our own specific needs that should be celebrated.

In 2010 the government passed an Equality Act to ensure that equality took place in the workplace. The Act is used to ensure that no individual can be discriminated against and includes a list of 'protected characteristics'. The nine protected characteristics are; age, disability, gender, race, religion or belief, sexual orientation, marriage & civil partnership and pregnancy & maternity.

There are several different types of discrimination; direct, indirect, perception, and discrimination by association.

Direct discrimination

When an individual is treated unfairly in comparison to another individual based on a characteristic that they have or are believed to have.

Indirect discrimination

When a rule, procedure or practice is put in place that disadvantages an individual.

Perception discrimination

The unfair treatment of an individual because other individuals believe they have a certain characteristic, this can apply even if the individual does not actually have this characteristic.

Discrimination

Discrimination by association is the unfair treatment of an individual for being associated with another individual who possesses a certain protected characteristic. Every company will have their own discrimination procedure that you can follow if you are a victim of discrimination. If you feel you have been discriminated against, please speak to a member of the academy team as soon as possible.

Every company will have their own discrimination procedure that you can follow if you are a victim of discrimination. If you feel you have been discriminated against, please speak to a member of the academy team as soon as possible.

Harassment

Harassment is the act of tormenting or being tormented by continued persistent attacks and criticism. This can apply in the work place and harassment can be in many different forms i.e. sexual harassment or mental abuse. You can complain of offences that have taken place even if they weren't directed at you.

Victimisation

Victimisation is the mistreatment of an individual because they have made a complaint about being discriminated or harassed, they intend to make a complaint about being discriminated or harassed, or they have/intend to act as a witness or give evidence to support a discrimination or harassment claim made by or for/on behalf of another individual.

Examples of victimisation are; being ignored by fellow members of staff, being criticised unfairly and on a continuous basis by other members of staff, being refused promotion or time off without good reason etc.

It is important to understand that both harassment and victimisation are both forms of bullying and should not be tolerated in the work place. If this happens in your workplace please follow the Employer's complaints procedure as every company's way of resolving issues may alter slightly. If it cannot be resolved by your employer please speak to us about supporting you to resolve the matter.

You are responsible for your own actions which means that you should treat others as you want to be treated; fairly and with respect. If you suspect or know of any incidents involving bullying, victimisation or harassment you must report it, otherwise it will continue. Please note that this can be done in confidence and therefore you reserve the right to be anonymous!

We take discrimination, harassment & victimisation very seriously and do not tolerate it on any of our programmes. This includes Cyberbullying. This term means if a person is tormented, threatened, harassed, humiliated, embarrassed or otherwise targeted by another person using the Internet, interactive and digital technologies or mobile phones. If you are a victim, please inform us straight away so that we can put a stop to it!

Prevent and British Values

What is prevent?

Prevent is a government strategy about safeguarding people and communities from the threat of all types of extremism and radicalisation, including terrorism. It is also about the promotion of British values.

Extremism and radicalisation might include violent religious groups, the extreme right wing and other causes. At the heart of prevent is safeguarding children and adults and providing early intervention to protect and divert people away from being drawn into terrorist activity.

British values include:

- Democracy.
- Individual liberty and mutual respect.
- The rule of Law.
- Tolerance of difference faiths and beliefs.

What does this mean in practice?

Many of the things we already do help apprentices to be positive, happy members of society, which will contribute to prevent.

These include:

- Exploring other cultures and religions and promoting diversity.
- Challenging prejudices and racist comments.
- Developing critical thinking skills and a strong, positive self-identity.
- Promoting spiritual, moral, social and cultural development.
- Active promotion of British values.

We will provide apprentices with information so they understand how to protect themselves from extremist views that go against British values that they may encounter, now or later in their lives.

We use a range of methods to protect apprentices from the risk of radicalisation, such as filters on equipment that access the internet, to make sure they can't access extremist and terrorist material; and by vetting visitors who come into our training centres to deliver sessions. All our staff are subject to DBS (Disclosure and Barring Service) checks.

It is our expectation that an Employer will follow the same guidelines as that of Skills4stem, and ensure that every Apprentice can raise concerns or receive support through joint working relationships.

Please find a useful link for further information on prevent and British Values:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799_Revised_Prevent_Duty_Guidance_England_Wales_V2-Interactive.pdf

Sustainability

Both your employer and Skills4stem have a social responsibility to ensure a sustainability policy is in place, ensuring we minimise our environmental impact, “reduce, reuse, recycle”.

Data Protection

The Data Protection Act 1998 is regarding personal information about an individual. This can include customers, clients, Employees etc. Personal information can include names, addresses, contact numbers, age, information about your occupation etc. This act gives you the right to know what personal information about you is being kept and also helps to protect your interests.

Data about an individual must be fairly and lawfully processed, it must only be used for limited purposes, it must be adequate, relevant and without excessiveness. Data must be accurate and up to date, with data only being stored for a necessary amount of time, it must be processed in line with your rights along with being secure and should never be transferred to other countries without appropriate protection. As part of your rights you have the right to know of and see any data being kept on you and to correct it if it is wrong. You also reserve the right to claim compensation from the organisation if they breach this Act via the court systems, if the breach causes you damage i.e. financial losses or in some cases if it has caused you distress.

There will be procedures put in place to ensure that these principles are not broken and to ensure that you do not break the law. If this law is broken, then your Employer could potentially be prosecuted and if you are found to be negligent then it could be the case that you also are prosecuted so it is essential that you understand what you can and cannot do.

We take confidentiality very seriously and ensure that any sensitive information about an individual is secure. We also make sure that any personal or sensitive information about an individual is not shared with any third party without the consent of that individual.

As part of your training with Skills4stem there will be certain information that we need to capture. This information is needed for the Government Skills Funding Agency to process your application as an Apprentice and meet the requirements of the funding rules. We also need this information to pass on to the Awarding Body for the registrations of the qualification you are working towards. We use your data to accommodate any requirements that you may need and to improve our customer service to you.

We will always keep you informed as to why we need such information. We will only ask you for information that we need. We promise to protect your information and ensure that only the necessary people will have access to this information. We will always inform you if information is shared with other organisations and why it is being shared. We also will not use your information for commercial purposes unless you give us permission to do otherwise. We expect from you, information that is truthful and precise, as well as to inform us of any changes in your circumstances that may affect you in the workplace or training.

The information you supply will be used by the Skills Funding Agency, an executive agency of the Department for Education (DfE), to issue you with a Unique Learning Number (ULN) and to create your Personal Learning Record. For more information about how your information is processed and shared, [click here to access the Extended Privacy Notice on Gov.UK](#).

Young People at Work

In the UK, a young person is generally regarded as someone between the ages of 14 – 17 years of age. As a young person in employment you have an obligation to:

- Think before you act
- Take responsibility for your own actions
- Always follow all safety rules put in place
- Use all equipment supplied for your safety where needed
- Report anything that appears dangerous, hazardous, damaged or faulty
- Do not enter in to any form of 'horseplay' (Rough or boisterous play)
- Report any bullying or horseplay that you know of or witness
- Only use equipment if you have been fully trained in the use of that piece of equipment and are supervised

There have been several Acts put in place to prevent cases of abuse and significant harm. Statutory guidance such as Keeping children safe in education (April 2014) is used by Skills4stem to ensure we are offering a good level of support.

As a training provider and a company who want to exceed in helping young people, we have a statutory and moral obligation to ensure that the company safeguards against any forms of abuse or harm whether it takes place in the workplace or at home. Throughout your time with us we aim to ensure that the welfare of you as young adults is a priority. If an allegation, disclosure or suspicion of abuse arises, we as a training provider have a legal obligation to report these matters to the authority and/or the appropriate services. The reason for this is that the welfare of an individual should always come before confidentiality.

Health and Safety

All our Apprenticeship programmes are monitored to ensure that they are conducted in a safe, healthy and supportive environment that meet the health and safety regulations put in place by the Government. We are dedicated to ensuring that vulnerable groups are considered and understood within our organisation and that we take extra precautions to make sure that during their time with us we provide as much health and safety information as we reasonably can.

We take particular precautions to ensure that the following areas are considered high on our agenda of maintenance as a business:

- A safe place to work/study and provide a safe route in to the working environment.
- Provide high standard health and safety conditions.
- Provide sufficient training, instructions or information on the relevant equipment that an Employee, Apprentice or Employer may come in to contact with. If necessary, we make sure that there is supervision where needed.

The main legislation which covers health and safety is the Health and Safety at Work Act 1974. Within this legislation it states that we must, as employers and/or employees, take on certain responsibilities:

- Employers must safeguard you as far as reasonably possible, this does not just apply to Apprentices. This also applies to the health, safety and welfare of all employees.
- Employees have a duty to act with reasonable care to avoid causing harm to themselves or others while carrying out their work duties.

Health and Safety Policy

All employers will have a health & safety policy which is available for all employees to view

Please see an example Health and Safety Policy below:

Health and safety policy		
This is the statement of general policy and arrangements for: <input type="text"/> (Name of company)		
<input type="text"/> (Name of Employer/Senior manager)		has overall and final responsibility for health and safety
<input type="text"/> (Member of staff)		has day-to-day responsibility for ensuring this policy is put into practice
Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	<input type="text"/>	<input type="text"/>
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	<input type="text"/>	<input type="text"/>
Engage and consult with employees on day-to-day health and safety conditions	<input type="text"/>	<input type="text"/>
Implement emergency procedures – evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: https://www.gov.uk/workplace-fire-safety-your-responsibilities	<input type="text"/>	<input type="text"/>
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	<input type="text"/>	<input type="text"/>
Signed: * (Employer) <input type="text"/>		Date: <input type="text"/>
<p>You should review your policy if you think it might no longer be valid, eg if circumstances change. If you have fewer than five employees, you don't have to write down your policy.</p>		
Health and safety law poster is displayed at (location)		<input type="text"/>
First-aid box is located:		<input type="text"/>
Accident book is located:		<input type="text"/>
<p>Accidents and ill health at work reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) http://www.hse.gov.uk/riddor To get an interactive version of this template go to http://www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc Combined risk assessment and policy template published by the Health and Safety Executive 08/14</p>		

- For any further guidance needed, visit: <http://www.hse.gov.uk/simple-health-safety/index.htm>
- Genuine Health and Safety Law posters and documents can be purchased at: <http://www.hse.gov.uk/pubns/books/lawposter.htm>

Risk Assessments

All employers will have carried out a risk assessment for your place of work and the duties you are required to perform in your role

Please see an example risk assessment below:

Risk assessment

All employers must conduct a risk assessment. If you have fewer than five employees you don't have to write anything down.

We have started off the risk assessment for you by including a sample entry for a common hazard to illustrate what is expected (the sample entry is taken from an office-based business). Look at how this might apply to your business, continue by identifying the hazards that are the real priorities in your case and complete the table to suit. You can print and save this template so you can easily review and update the information as and when required. You may find our example risk assessments a useful guide (<http://www.hse.gov.uk/risk/casestudies>). Simply choose the example closest to your business.

Company name:

Date of risk assessment:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	General good housekeeping is carried out. All areas well lit, including stairs. No trailing leads or cables. Staff keep work areas clear, eg no boxes left in walkways, deliveries stored immediately.	Better housekeeping in staff kitchen needed, eg on spills. Arrange for loose carpet tile on second floor to be repaired/replaced.	All staff supervisor to monitor Manager	From now on xoxo/xox	xoxo/xox xoxo/xox
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						Hint, tab here for new row

You should review your risk assessment if you think it might no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>

Combined risk assessment and policy template published by the Health and Safety Executive 03/14

- For any further guidance needed, visit: <http://www.hse.gov.uk/risk/controlling-risks.htm>
- For any information needed on RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), visit: <http://www.hse.gov.uk/riddor/>

Which Apprenticeships do we Offer?

At Skills4stem, we offer a variety of programmes for apprentices. Here is a breakdown of each one of our programmes.

Levels of Apprenticeship

Name	Level	Education Equivalent
Intermediate	2	GCSE
Advanced	3	A level
Higher	4,5,6&7	Foundation Degree & Above
Degree	6&7	Bachelor's or Master's Degree

Skills4Stem Delivery Methods

Gamification: Game-based Assessment

Face-2-face trainer led classroom sessions*

Blended online Learning

Interactive Webinar

Coming soon! Virtual Reality & Augmented Reality Learning Tools

*We can provide regular face-2-face training sessions in-house, at a location of your choice or at our office(s). Please note: We have trainers available UK-Wide, but travel costs may be applicable.

Apprentice Wages

Employers are able to decide how much they wish to pay an apprentice as long as it meets the National Minimum Wage for apprentices.

These rates are for the National Minimum Wage from April 2017;

Apprentice – £3.50

Under 18 – £4.05

18 – 20 – £5.60

21 – 24 – £7.05

25+ – £7.50

Apprentices are entitled to the apprentice rate if they're either:

aged under 19

aged 19 or over and in the first year of their apprenticeship

What Are End Point Assessments (EPA's)?

The end-point assessment is separate to any qualifications or other assessment that the apprentice may undertake during training. The apprentice will not be able to achieve the apprenticeship without passing the end-point assessment.

The assessment should include a minimum of two different assessment methods.

End point assessments give assurance that the apprentice possesses the knowledge, skills and behaviours to be fully competent in the occupation.

End point assessments are undertaken by an independent third party who has had not been involved in the training or line management of the apprentice, and who is on the Register of Apprenticeship Assessment Organisations.

For more information about our apprenticeships please go to;

<https://skills4stem.com/apprenticeships>

Help and Support for you

The first few weeks of the Apprenticeship qualification can be the most difficult as an Apprentice.

It is important that you are provided with support. You can help with this in the following ways:

Help to plan

Identify activities that can be used to generate evidence and set targets for completing your work within agreed timescales. Allow time for the completion of assignments sent by your tutor or workplace mentor, including workbooks and self-study time.

Observe and Analyse

Monitor your own progress and identify any areas for improvement and give opportunities for practice. Take time to reflect on your areas of strength and weakness, and discuss this with your employer and workplace mentors when it's time for your progress review.

Give Feedback

Discuss your performance with your employer ensuring they provide input to the process. Be positive about things you have done well and be open and honest about any areas for improvement.

Explain and Demonstrate

Discuss ways of improving techniques and if possible use examples of similar work.

Give opportunities

Ensure you can practice and develop your skills and aim to take part in activities which will encourage good progress. If possible, seek out variety of tasks and further opportunities to learn.

How do Apprentices prove competence?

The Portfolio

You will normally have collected evidence in a folder/file or online which is your 'portfolio'. The portfolio should have an index allowing easy access to the contents. You may require a separate file for 'supplementary' information, such as handouts, guides or handbooks. This type of information should not be placed in the portfolio. The portfolio should be safeguarded against damage or loss, as replacement of evidence is very time consuming and in some cases, impossible.

Witness Testimony

You may require witnesses to work you have carried out in order to confirm that you have produced the evidence alone/in a manner that is deemed competent, within the qualification requirements. A short statement with a signature is usually sufficient. The training mentor/assessor will then judge the evidence to confirm the standards covered. Copies of staff appraisals or reports should be kept, as these will assist in assessing progress.

What is evidence?

Evidence can be collected in many forms and is acceptable, if it helps to prove competence. Even evidence from previous employment or experience can be used, if it meets the criteria. Types of evidence must be:

- Valid: Relevant to the unit/element/outcome being undertaken as indicated in the qualification standards.
- Authentic: The competent work of the Apprentice, as relevant to the sector/qualification; unassisted wherever required/relevant.
- Current: Evidence produced recently (no more than 12 months old).
- Sufficient: Enough evidence to demonstrate competence.

*PLEASE NOTE: with some qualifications competence is confirmed by examinations or online assessments.

Support

Our Customer Service Team are on hand to handle any Compliments, Comments or Complaints that you may have. Please find the contact details below:

C: 01234 619484

E: info@skills4stem.co.uk

i-Lab Bedford, Stannard Way,

Priory Business Park

Bedford, Bedfordshire

MK44 3RZ,

United Kingdom

Company number: 8931034

VAT number: 188 5868 33