



# Oxford Energy Academy

# APPRENTICE HANDBOOK

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# **Section 1**

# **Welcome**

# WELCOME

*Welcome to the start of your apprenticeship programme. When starting a new venture, there are lots of questions and perhaps a few concerns going round in your mind.*

*This handbook aims to answer your questions and provide you with a range of useful information to support you during your apprenticeship. Your employer will have a similar handbook. If there is anything we have missed just ask - we will be pleased to help you.*

*The apprenticeship programme will enable you to develop new skills to meet your career goals and help your employer run a successful business. At times it will be hard work; however you will have the support of Oxford Energy Academy staff, as well as your employer taking an active interest in your programme by providing the training and experience necessary for you to develop the skills and to complete the apprenticeship.*

*Our role involves providing quality training that is relevant to your employers business, and helping you make good progress in completing your apprenticeship.*

*I look forward to following your progress and sharing your success when you complete your Apprenticeship programme.*

**Angy Irvin**  
**Oxford Energy Academy**

**[angy@oxford-energy-academy.co.uk](mailto:angy@oxford-energy-academy.co.uk)**

**Oxford Energy Academy are a BPEC Approved Training Centre** who specialise in providing Apprenticeship (Levels 2 & 3) programmes for young people aged 16 to 19+ in:-

 Heating & Plumbing

## **Apprenticeships**

Apprentices will achieve a QCF Level 2 and/or 3, Key Skills and a Technical Certificate.

To join the Apprenticeship programme it is **essential** that you have secured employment for more than 20hrs per week, and that your employer is willing to allow you to attend the training centre one day per week.

## **Support**

Students who feel they need any additional help in class can access one to one help with their basic and key skills or any other area of their learning.

## USEFUL NAMES AND ADDRESSES

<p>Oxford Energy Academy Unit C &amp; D Swain Court Avenue 2, Station Lane Witney Oxfordshire OX28 4YB</p>	<p><b>01993 771155</b></p>
<p><i>Angy Irvin</i> <i>Apprenticeship &amp; Foundation Course</i> <i>Manager</i></p>	<p><b>01993 771155</b> <b>angy@oxford-energy-academy.co.uk</b></p>
<p><i>Jake Lynch</i> <i>Apprenticeship Trainer/Assessor</i></p>	<p><b>01993 771155</b> <b>jake@oxford-energy-academy.co.uk</b></p>
<p><i>Richard Bushnell</i> <i>Apprenticeship Trainer/Assessor</i></p>	<p><b>01993 771155</b> <b>richard@oxford-energy-academy.co.uk</b></p>
<p><b>Health and Safety Executive (HSE)</b> Infoline Caerphilly Business Park Caerphilly CF83 3GG ☎ 0845 345 0055 www.hse.gov.uk</p>	<p><b>Skills Funding Agency</b> Cheylesmore House Quinton Road Coventry CV1 2WT ☎ 0845 377 5000 Email: info@skillsfundingagency.bis.gov.uk</p>
<p><b>Connexions</b> 6 Church Green Witney Oxon OX28 4AW ☎ 0845 602 9284 Email: witney@connexionsoxfordshire.com</p>	<p><b>Connexions</b> 62 Stert Street Abingdon OX14 3UQ ☎ 0845 602 9279 Email: Abingdon@connexionsoxfordshire.com</p>
<p><b>Connexions</b> 2 Broughton Road Banbury OX16 9PZ ☎ 0845 602 9288 Email: Banbury@connexionsoxfordshire.com</p>	<p><b>Connexions</b> 104 Gloucester Green Oxford OX1 1RH ☎ 0845 602 9315 Email: oxford@connexionsoxfordshire.com</p>
<p><b>Time off for Study and Training Regulations</b></p>	<p><b>National Minimum Wage</b></p>
<p><b>DfEE Publications Unit</b> PO Box 5050 Sudbury Suffolk CO10 6ZQ ☎ 0845 602 2260</p>	<p><b>Pay &amp; Work Rights Helpline</b> ☎ 0800 917 2368 www.direct.gov.uk Information about employment rights, pay, tax, national insurance, etc.</p>

## USEFUL PHONE NUMBERS



### Information, Advice and Guidance

AIDS/HIV Helpline	0800 567123
Alcoholics Anonymous	08457 697555

### Citizens Advice Bureau

Abingdon	01235 521894
Witney	01993 705691
Bicester and Oxford	08445 730608
The Samaritans	01865 722122

### Travel

National Express Coaches	08717 818178
Oxford Bus Company	01865 785400
Stagecoach Buses	01865 772250
Thames Travel	01491 838562
National Rail Enquiries	08457 484950

### Various

Witney Library	01993 703659
Kidlington Library	01865 373067
Abingdon Library	01235 520374
Oxford Central Library	01865 815509
Benefits Agencies Oxford (Floyds Row)	01865 442600
Thames Valley Police	0845 850 5505



# GENERAL RULES

## Learner Code of Conduct

**Oxford Energy Academy aims for all students to have an enjoyable, safe and successful time with us. We expect you to take responsibility for your learning and work hard to achieve your learning goals.**

**To make sure this happens we expect you to:**

- 🔥 Attend all classes on time following your timetable
- 🔥 Complete and submit all your work on time and to an appropriate standard
- 🔥 Inform Oxford Energy Academy immediately if you are going to be absent or late
- 🔥 Treat all staff and students with respect. Actual or threatened violence, verbal abuse or bullying will not be tolerated (see Guidelines on Harassment and Bullying)
- 🔥 Practice and promote equality for all students and staff, ensuring that no discrimination or harassment takes place either directly or indirectly related to an individual's race, colour, nationality, ethnic origins, religion, age, gender, marital status, sexual orientation or disability (see Equal Opportunities for Students Policy Statement)
- 🔥 Behave responsibly and safely at all times both in Oxford Energy Academy and in the local area
- 🔥 Not behave in any way that could bring Oxford Energy Academy into disrepute
- 🔥 Not participate in any illegal activities, including selling or taking drugs, drinking alcohol and carrying weapons
- 🔥 Not attend the training centre or work whilst under the influence of alcohol or illegal drugs
- 🔥 Respect other people's property and take care of equipment, resources, facilities and buildings
- 🔥 Mobile phones can be used in agreed areas within the centre and should not disturb others. Switch off mobile phones, communicating devices and personal music players when you are in class or the workshop
- 🔥 Not to use technology to produce, access, send or download any violent, obscene or offensive material (Computer and Internet User Agreement)
- 🔥 Eat and drink in agreed areas only
- 🔥 Not smoke anywhere in the centre
- 🔥 Never copy other students work or download work from the internet and present it as your own or cheat in exams.
- 🔥 Follow Oxford Energy Academy's Code of Conduct and policies
- 🔥 Comply with any reasonable request made by any member of staff

# **Section 2**

## **Understanding Apprenticeships**

# UNDERSTANDING APPRENTICESHIPS

## What is an Apprenticeship?

Apprenticeships provide you with:

- 🔥 high quality, structured work based learning
- 🔥 training in skills directly relevant to your employers
- 🔥 and nationally recognised qualifications

***all whilst you are working and earning money.***

To start an apprenticeship you don't necessarily need to have passed your GCSEs. However you do need to demonstrate that you can cope with the demands of studying and working at the same time. Learning to balance the demands of work, Oxford Energy Academy and studying at home is one of the keys to success. You will be supported in this by your employer and Oxford Energy Academy staff and tutors.

Firstly you need a full time job with an employer in your chosen profession who will support your Apprenticeship and allow you to attend training.

During your time with Oxford Energy Academy you will work with your employer for four days a week developing your skills and experience. For one day a week you will attend Oxford Energy Academy to gain the qualifications. At Oxford Energy Academy you will spend time each week studying theory in the classroom and some time practising your new skills in our workshops. You will also spend time improving your maths, English and ICT skills.

The cost of your training is funded by the Skills Funding Agency through Oxford Energy Academy subject to your age when you start your training.

## Who are Apprenticeships for?

Apprenticeships are designed for young people aged 16 – 19+ subject to funding and priorities from the Skills Funding Agency.

They are offered at two levels:-

- 🔥 Apprenticeship
- 🔥 Advanced Apprenticeship

## What does an Apprenticeship Consist of?

An Apprenticeship contains a number of qualifications you will complete over an agreed period of time called a “**Framework**”

- 🔥 QCF (Qualification & Credit Framework) Level 2
- 🔥 Technical Certificate
- 🔥 Functional Skills
- 🔥 Employment Rights and Responsibilities
- 🔥 Additional Qualifications

## How long do they take?

Generally an Apprenticeship will take around 18 months and an Advanced Apprenticeship a further 18 months.

## What is the difference between an Apprenticeship and an Advanced Apprenticeship?

Apprenticeships are designed to meet the needs of industry and allow you to learn, work, earn and get qualified at the same time in the chosen occupation. They provide opportunities for you to progress further in your chosen career.

The Apprenticeship is equivalent of five GCSE's at Grades A to C, and the Advanced Apprenticeship is equivalent of two A or AS or A2 Levels. Both Apprenticeships lead to Qualification and Credit Framework (QCF), Technical Certificates, Key Skills, Employment Rights and Responsibilities and on some programmes additional qualifications.

## What are the entry criteria for an Apprenticeship?

The entry criteria and qualifications vary according to the type of Apprenticeship and your employer's requirements. They depend on:-

- 🔥 You having a full time job
- 🔥 Your GCSE Grades
- 🔥 Your ability to achieve the requirements of the programme
- 🔥 An employer who will support your Apprenticeship, allows you to attend college and has all the facilities to provide a wide range of work to enable you to gain the skills and experience to gain your apprenticeship

You will have been asked to attend an interview and an initial assessment to determine your training needs and ability to complete the Apprenticeship. Where learning support is identified, this will be agreed with you and your employer and provided during your Apprenticeship.

Apprenticeships are subject to funding and priorities from the Government.

## How do QCF's compare to other qualifications?






<b>QCF</b>	<b>Apprenticeships</b>	<b>Equivalent to</b>
<b>QCF LEVEL 2</b>	Apprenticeship	5 GCSE Grade A-C or a Edexcel/BTEC First Diploma
<b>QCF LEVEL 3</b>	Advanced Apprenticeship	2 A Levels or 2 AS Levels or 2 A2 Levels or Edexcel/BTEC National Diploma or International Baccalaureate

# **Section 3**

## **Apprenticeship Frameworks**

## What does a QCF consist of?

Each QCF is organised into a group of competencies with:-

-  Units
-  Elements
-  Performance Criteria
-  Scope
-  Knowledge and Understanding

## Units

Depending on your chosen programme there are between 5 and 15 units that make up each QCF. Each unit represents an area of work.

For example:-

### ***Unit - Develop personal performance and maintain working relationships***

This unit sets the standard for maintaining working relationships

Some of the units are mandatory and some are optional.

**Mandatory** - everyone must complete these units

**Optional** - these are chosen to be the most relevant to your job with you and your employer

## Elements

Each unit is generally divided into between 2 and 3 elements. An element breaks down the area of work into more detail

For example:-

Unit - develop personal performance and maintain working relationships

The elements are:-

***Element - Maintain and develop personal performance***

***Element - Establish and maintain working relationships with others***

The first element is about your personal performance in the workplace and relates to achieving certain targets and finishing specific tasks and the quality of your work.

The second element is about working effectively with other people. This relates to communicating clearly, co-operating with others and helping to improve working practices.



## Performance Criteria

Within each element are a number of performance criteria. They describe the standard you must reach and the knowledge you must have to prove you are competent.

For example:-

Unit - develop personal performance and maintain working relationships

Element – Establish and maintain working relationships with others

***Criteria – Communicate with others in a way which promotes effective working relationships***

## Scope

The scope describes the circumstances and situations under which the performance criteria must be met




For example:-

Unit - develop personal performance and maintain working relationships

Element – Establish and maintain working relationships with others

Criteria – Communicate with others in a way which promotes effective working relationships

***Scope - Establish and maintain working relationships with the following others:-***

-  ***Colleagues***
-  ***Supervisors and Managers***
-  ***Persons external to the team, department or organisation***




## What is a Technical Diploma?

The Technical Diploma is a separate mandatory qualification. You will obtain this qualification over a period of time at our Training Centre. The course content will cover most of the knowledge and understanding required by the QCF and need for the job.

## What are Functional Skills?

Changes in work and technology mean that you need more than just the technical skills needed for the job. Functional skills are the skills you will need to be successful in any job and in life in general.

Functional skills are a mandatory part of the Apprenticeship Framework. The Functional Skills are:-

-  English
-  Maths
-  ICT

## English

We all need to communicate with each other. Speaking or writing clearly so others understand you will be part of your job. For example your employer or supervisor may wish to give you instructions or you may need to give them to other people.

## Maths

In virtually every job there will be times when you have to deal with numbers. It could be taking money from customers and giving the right change, or measuring and estimating how much material you require for a job and its cost, or how long a job will take to complete, or interpreting instruments or analysing data.

## ICT

ICT skills are increasingly becoming part of everyday life. From writing quotes and invoices to using more technologically advanced equipment to complete your work. Being able to confidently use ICT will help you advance your career in your chosen industry.

## **What are Employment Responsibilities and Rights?**

Employment Responsibilities and Rights – (ERR) is a mandatory part of the Apprenticeship framework aimed at helping you understand your statutory Rights and Responsibilities in the workplace and those of the people who work with you. It includes Health and Safety, Employment Law, Data Protection, Equal Opportunities, Discrimination and Progression Opportunities.

## **What are Additional Qualifications?**

When you complete your Level 3 QCF you will be able to become Gas Safe registered for the following: CCN1, CENWAT, CPA1, MET1/2 and CoNGLP1 PD.

Your Training Co-ordinator and tutor will let you know when you will complete the test. You must make every effort to attend the date and time you are requested to attend.

# **Section 4**

# **Assessment**

# ASSESSMENT

You will be assessed throughout your Apprenticeship framework to ensure you understand the subject and that you are competent to carry out various aspects of your job to the required standards.

## Qualification Credit Framework – QCF

You will have an Assessor to work with you throughout your QCF.

Your Assessor will be someone who is experienced and competent in the QCF subject you are following, and qualified as a QCF Assessor. The QCF Assessor is the same person as your Course Tutor.

Your Assessor will:-

- 🔥 Agree an Assessment Plan with target dates for you to complete QCF units
- 🔥 Visit you and your employer to provide advice on building your Portfolio and types of evidence
- 🔥 Visit you and your employer to assess you in the workplace carrying out various aspects of your job to determine your competence against the QCF standards
- 🔥 Support you through providing advice and feedback on your achievements

You will be required to complete a Portfolio to strict deadlines, which will demonstrate you can carry out various aspects of your job to the standards for your QCF qualification.

Your Assessor will observe you doing tasks at work to make sure that the way you do them meets the QCF standards. Your Assessor will ask your questions to make sure you understand why certain parts of the job are important.

This will prove you have the necessary Skills, Knowledge and Understanding to do your job competently.

<i>Skills</i>	<i>what you do</i>
<i>Knowledge</i>	<i>background information</i>
<i>Understanding</i>	<i>why you do it</i>

## What is a Portfolio?

A portfolio is a collection of your evidence that shows you have reached the relevant national standard.

## What does a Portfolio look like?

A portfolio is usually a ring binder with dividers and an index. They are different for each Apprenticeship framework and your Assessor or Tutor will provide further information and advice.

## What is evidence

Evidence can be anything that proves you have met the criteria and scope for each Unit and Element of the QCF.

It can be:-

- 🔥 Completed Job Cards with your employers signature for example in Heating or Plumbing
- 🔥 Sketches or drawings, notes and calculations of something you have made
- 🔥 Photographs of a job you have done or made
- 🔥 Witness Statements from your Supervisor, Manager or Employer or Colleague confirming work you have done.
- 🔥 Records of you being observed doing a task
- 🔥 Question and answer sessions with your assessor

There are many different ways of gathering evidence depending on the job you do and your QCF. Your Assessor and Course Tutor will help you with ideas. Once you start collecting evidence for your QCF, you will soon find evidence opportunities for yourself. If in doubt, keep everything in your portfolio and discuss it with your Course Tutor or Assessor.

As the QCF is a nationally recognised qualification, there are certain rules about the quality of the evidence you use.

## **Valid**

The evidence must be relevant to the performance criteria set down in the national standards.

## **Authentic**

The evidence you produce must be yours. Ask your Employer, Manager, Supervisor or Colleague to sign and date the evidence and remember to sign and date it yourself.

*NB There are penalties for passing off the work of others as your own.*

## **Current**

The evidence must generally be less than two years old

## **Sufficient**

The evidence must prove your competence was not just a “one – off” but that you work to this standard over a period of time and prove you are competent in every area.

# **Section 5**

## **Roles and Responsibilities**



## ROLES AND RESPONSIBILITIES

There are a whole team involved in helping you during your Apprenticeship:-

### You the Apprentice

By deciding to start an Apprenticeship framework you are agreeing:-

- 🔥 To be responsible for your learning with the support of your Course Tutor, Assessor and Training Co-ordinator
- 🔥 To attend all classes as timetabled
- 🔥 To complete your work on time and to the best of your ability
- 🔥 To accept Oxford Energy Academy rules on responsible behaviour while at Oxford Energy Academy.
- 🔥 To abide by the requirements of Oxford Energy Academy policies
- 🔥 To observe health and safety rules
- 🔥 To accept action recommended as a result of failing to fulfil the above conditions, e.g. course transfer, counselling or disciplinary procedure where appropriate.
- 🔥 To work with your employer to the best of your ability
- 🔥 To attend reviews as required
- 🔥 To avoid damage, waste or injury of employer's property

### Your Tutors

Your Tutors are committed to providing:-

- 🔥 A safe and healthy environment in which to study
- 🔥 Access or guidance to a course of study appropriate to your abilities, needs and aspirations
- 🔥 An introduction to Oxford Energy Academy and your Apprenticeship. A personal timetable
- 🔥 Support and help to set personal goals during your time at Oxford Training Academy
- 🔥 Suitably qualified teaching staff and good quality learning resources
- 🔥 Reviews of your progress at least once a every 3 months
- 🔥 The right to equality of opportunities as laid down in A.C.E. TRAINING policy
- 🔥 Opportunities for you to be able to comment on the services provided by Oxford Energy Academy
- 🔥 A fair hearing and prompt action in cases of grievance or complaint

## Your Assessor

Your Assessor is committed to:-

- 🔥 Supporting and advising you in gathering evidence
- 🔥 Judging your evidence against national standards
- 🔥 Deciding when you have proved you are competent for each Unit and Element
- 🔥 Observing you in the workplace at agreed times with you and your employer

## Your Training Co-ordinator

**Your Training Co-ordinator will work closely with you and your employer throughout your Apprenticeship.**

**You're Training Co-ordinator will:-**

- 🔥 Agree a training programme (Individual Learning Plan) with you and your employer.
- 🔥 Ensure you are able to gain the experience and skills necessary to achieve your apprenticeship.
- 🔥 Bring together the QCF, Technical Certificate, Key Skills, Employment Rights and Responsibilities and any Additional Qualifications of your Apprenticeship to deliver an integrated programme.
- 🔥 Review your progress with you and your employer at least every 10 weeks and more frequently if required, to ensure everything is well both at work and at college, and your progress is on target.
- 🔥 Provide support throughout your Apprenticeship and help with any problems no matter how small.
- 🔥 Ensure national quality standards are maintained.
- 🔥 Provide the administration for the Apprenticeship framework.
- 🔥 Make arrangements for obtaining certificates for Apprentices who successfully complete their framework.

## Your Health and Safety Officer

**Your Health and Safety Officer will work closely with you and your employer to ensure you are working in a safe environment.**

Your Health and Safety Officer will:-

- 🔥 Carry out a Health and Safety Risk Assessment with your employer to ensure you are as safe as possible at work.
- 🔥 Carry out Health and Safety monitoring visits with you and your employer at least every 6 months or more frequently if required to ensure you are as safe as possible at work.
- 🔥 Liaise with you and your employer to provide Health and Safety advice as required

## Your Employer

Your employer is committed to supporting you in completing an Apprenticeship and has agreed to:-

- 🔥 Provide you with a safe working environment
- 🔥 Provide you with the training and work opportunities you need to prove your competence and achieve your Apprenticeship framework
- 🔥 Encourage you and take part in regular review meeting with your Training Co-ordinator
- 🔥 Support you towards successful completion of the Apprenticeship framework

# **Section 6**









## **Your Training Programme**

# YOUR TRAINING PROGRAMME


## Individual Learning Plan

You will follow a programme of training as set out in your Individual Learning Plan (ILP). If the ILP is revised during your Apprenticeship you and your employer will be required to sign this. Your ILP stays in your file at Oxford Energy Academy, until you finish your Apprenticeship.


The ILP will outline the following details:

-  Personal details
-  Details of the qualifications you are expected to complete as part of your apprenticeship - QCF, Technical Certificate, Key Skills, Employment Rights and Responsibilities, Additional Qualifications
-  Details of work based training
-  Target dates
-  Course details (if appropriate)
-  Employment aim
-  Initial assessment
-  Learning support details (if appropriate)

## Initial Assessment

-  Before you start your Apprenticeship, you will complete an initial assessment to establish your needs and abilities. This will determine the level of support required for you to complete your programme.

## Additional Support

-  Following assessment, if it is found that you require additional support, then a programme customised to meet your individual needs will be arranged. This may be in the form of one to one support, or on a group basis.

## Oxford Energy Academy Induction

On commencement of the course, you will complete an induction programme. During the induction period you will be introduced to Oxford Energy Academy, members of staff, rules and regulations of the organisation, given a tour of the premises, and an outline of the course and the job. There will also be a Health and Safety induction including Manual Handling if appropriate.

## Workplace Induction

An induction will be carried out in the workplace by your employer.

Your employer must make you aware of the following:-

- 🔥 Your role and responsibilities together with the work you will be expected to carry out
- 🔥 The hours of work required within the terms of employment together with any overtime obligations
- 🔥 The arrangement for the payment of wages, together with any necessary payments
- 🔥 The identity of supervisors and those people who will supervise you, provide training and who you can call on for help or assistance
- 🔥 The identity of other staff in the workplace
- 🔥 Health and Safety in the workplace
- 🔥 The locations of serious hazards in the workplace together with precautions to be taken
- 🔥 The location of first aid boxes, fire-fighting equipment and emergency telephones
- 🔥 The procedures to be followed in the event of an accident, fire or other emergency situation. (You or your employer must inform AWT if you are involved in an accident/incident however minor)
- 🔥 The company policy relating to personal protective equipment (PPE)
- 🔥 The location of washing and eating facilities

## Reviews

At least every 12 weeks, or more frequently if appropriate, your Training Co-ordinator will send a report to your employer at work for about an hour. The purpose of the report is to outline the progress you are making towards QCF, Technical Certificate, Key Skills, Employment Responsibilities and Rights Targets; Health and Safety at Work, Equal Opportunities, plus agreeing new targets and any problems or concerns. The report will also cover any additional training needs that have been highlighted by the initial assessment and stated on the ILP.

## Attendance

Your employer signs your review reports to confirm your attendance at work. This statement of attendance is required by the Government.

# **Section 7**

## **Employment Matters**



# EMPLOYMENT MATTERS

## Hours

Apprentices work for a maximum of 40 hours per week. The Training Centre day counts as eight hours (per day) of this, meal breaks are excluded. The days on which the hours are worked are by negotiation, between the work provider and the trainee. Overtime can be undertaken by arrangement with the work provider.

## Breaks

During the workday Apprentices are entitled to the conditions laid down by the employer.

## Holidays

Apprentices are entitled to up to 25 working days per year by prior agreement; this can either include or exclude bank holidays. Employees are entitled to those conditions laid down by the Employer. Trainees are also entitled to, in addition to their holiday entitlement, authorised absence for a number of reasons, including compassionate leave, time off to attend examinations etc.

## Wages and Allowances

Wage rates are a matter for your employer, your parent or guardian (if you are under 18) and you to agree. Many industry organisations have rates of pay applicable to apprentices and can advise employers on such matters. You should be aware of the National Minimum Wage (NMW) regulations that apply to your work and your age. If you are unsure you should contact the Pay & Work Rights Helpline on 0800 917 2368 or go to [www.directgov.uk](http://www.directgov.uk) (the website tailored interactive guidance on employment rights) or you can contact your Training Co-ordinator who will be pleased to help.

From **1 October 2015** the National Minimum Wage for apprentices is £3.30 per hour. This new rate will apply to those apprentices who are under 19 or those that are aged 19 and over but in the first year of their apprenticeship. If you are over 19 and past the first year you get the rate that applies to your age.

## Time off for learning

The Time Off for Study and Training Regulations (TfST) 1999 were introduced to ensure that the educational standards of all young people reach level 2 standards by the time that they are 18 years old. The requirements and criteria have been interpreted to fit the work based learning programme.

Apprentices that fulfil the relevant criteria are legally entitled to time off for study and training, with pay, in accordance with the Regulations. The time off does not have to be a full day but sufficient to allow them to complete the relevant qualification. Providers must ensure that employers are aware of this legal requirement. Employers must also be aware that this entitlement does not affect the duty to provide the required rest breaks and time off for adolescents required by the Working Time Regulations 1998.

Apprentices that fulfil all of the following criteria are legally entitled to TfST:

- 1) The apprentice is employed status
- 2) The apprentice is 16 or 17 years old, or an 18 year old still undertaking training to raise their education standard to level 2
- 3) The apprentice has not achieved a level 2 or higher, education standard
- 4) Is undertaking a course of training approved by the regulations. (For QCF2/Apprenticeship that is to a QCF level 2 or equivalent).
  - 🔥 The training may be in house or at a place of further education or a recognised place of training.
  - 🔥 Apprentices are allowed time off (with pay) to sit examinations or tests of competence that are complementary to their programme of training.

# **Section 8**

## **Absence**

# ABSENCE

## Authorised Absence





A situation may arise where you need to take time off from work. In the first instance you must agree this with your employer, and then you must inform your Training Co-ordinator and/or Tutor. Please remember that it is not advisable to take time off.

**If you are absent on a Training Centre day you must telephone Oxford Energy Academy on 01993 771155, before 10.00am with an explanation. If you fail to do this we will assume that your absence is unauthorised.**

## Planned Break in Learning

During your Apprenticeship you may be entitled to a planned break in learning. You will need to write to your Training Co-ordinator, with copy to your employer to request a planned break in learning stating, the reason, start date and the date you plan to return to work and continue your learning. Your Training Co-ordinator will discuss with your employer confirm to you in writing.

Examples of when a planned break in learning may be appropriate are:

-  Work secondment
-  Sickness or injury
-  Religious trips or pilgrimages
-  Maternity or Paternity leave

## Unauthorised Absence

If you are absent Oxford Energy Academy will inform your employer, and in some instances your parents/guardian, of any unauthorised absence that occurs without a satisfactory explanation. Oxford Energy Academy will monitor this situation, and will liaise with your employer over any concerns. You are asked to attend punctually and take part in all teaching sessions and other meetings that form part of your course. Any apprentice who is absent without agreement from their employer for a period of four (4) weeks will be withdrawn from the programme.

## Sick Leave

In the first instance you must inform your employer that you are sick and also inform Oxford Energy Academy on 01993 771155 before 10.00 am on the first morning of sickness. You should follow your employer's guidelines for sickness. A Doctor's note is required after seven day's absence.

***NB If you suspect that sick leave will be for more than four weeks you must confirm in writing to your Training Co-ordinator to request a planned break in learning, otherwise you may be withdrawn from the programme due to unauthorised absence.***

# **Section 9**

## **Health and Safety**

# HEALTH AND SAFETY

*This information will help you to keep Oxford Energy Academy a safe and healthy place in which to work and study, as your actions or behaviour can affect the health and safety of yourself and others, and we are all responsible for health and safety at the Training Centre. In the workplace you will need to follow your employer's instructions as outlined at your induction.*

## ▶ Accidents and First Aid

- 🔥 Report all accidents and injuries to your tutor however slight they may appear.
- 🔥 Cuts should be treated immediately.
- 🔥 All accidents must be recorded in the accident book.

## ▶ Display screen equipment

- 🔥 Computers are available for use by all students. During induction you must take note of the safe ways to use them.

## ▶ Drugs and alcohol

- 🔥 Any person suspected to be under the influence of, misusing or dealing in [unlawful] drugs will be dealt with in accordance with Oxford Energy Academy policy and the criminal law.

## ▶ Electrical equipment

- 🔥 Do not bring [mains powered] electrical equipment to use at Oxford Energy Academy. Only use electrical equipment that has been tested for use at Oxford Energy Academy

## ▶ Fire and Emergency Procedures

- 🔥 All fire exits are to be kept clear of any obstructions.
- 🔥 Never place objects in front of fire exits even for a short period.
- 🔥 Fire-fighting apparatus is to be kept clear of any obstructions and not used to prop open doors etc.
- 🔥 Never tamper with or remove any fire-fighting equipment. You may need them in an emergency.

## ▶ Fire Precautions

- 🔥 Make yourself familiar with your responsibilities in case of fire.
- 🔥 Fire drills will be held regularly, the alarm will sound.
- 🔥 Ensure you know where the fire-fighting equipment is situated.
- 🔥 Ensure you know the different types of fire extinguishers available for differing types of fire.

### ► If you discover a fire

- 🔥 **Tell your supervisor at once**
- 🔥 Raise the alarm by shouting “FIRE”
- 🔥 Leave the building using the nearest fire exit.
- 🔥 Do not stop to collect personal belongings
- 🔥 Gather at the Fire Assembly Point, which is outside in the car park by where a register will be taken.
- 🔥 If you think that somebody may be missing then make this known to your supervisor or a fire officer.

Do not wander away from or re-enter the building until permission has been given by the person in charge.

### ► Evacuation procedures

- 🔥 When the fire alarm sounds [continuous siren] you must go immediately to the assembly point by following the green fire exit signs.
- 🔥 **You must remain at the assembly point** so that a register can be taken.
- 🔥 Do not wander from your allocated assembly point, leave the Oxford Energy Academy site, or wait close to any building. Vehicles should not be moved off-site during the emergency.
- 🔥 You must not return to the building until directed to do so by the senior staff member on duty.
- 🔥 Fires [or alarms] may need to be investigated. If you are a witness to any incident please inform a member of staff [this can be dealt with in confidence].

### ► Safety in student work areas

- 🔥 Staff are responsible for the safe working conditions within work areas. Students must comply with any instructions, advice given or training provided.
- 🔥 You must not endanger yourself or others by acting recklessly or carelessly, or undertaking potentially hazardous activities. Risk assessments are normally carried out prior to these types of activities.
- 🔥 Report any incident, damage or spillage immediately to a member of staff.

## HEALTH AND SAFETY AT WORK

We want you to be safe during and after your apprenticeship

Your employer has a duty to ensure your safety and welfare. Under the Health and Safety (Training for Employment) Regulations 1992 all trainees (whether paid or not, by Oxford Energy Academy or Work Provider) on work experience have the same status as employees under the Health and Safety at Work Act 1974. (See Appendix 3)

All employers taking part in an Apprenticeship programme are visited by a Health and Safety Officer at the start of your programme to identify any risks and make sure you are as safe as possible.

When you start working for your employer, you will be given an Induction so you know where to find important Health and Safety information.

Whilst at work you are responsible for:-

- 🔥 Finding out important information such as fire exits, first aid points, first aid trained people
- 🔥 Following company Health and Safety rules and regulations especially everything related to your job
- 🔥 Behaving safely and sensibly at all times and never playing practical jokes – in a dangerous work environment, serious injuries could occur.
- 🔥 Reporting all incidents and accidents to your Supervisor and entering them into the Accident Book.
- 🔥 Only using machinery and equipment or substances once you have been trained and given permission to do so - if in doubt ask your supervisor
- 🔥 Using all equipment safely, including wearing relevant protective clothing or equipment (PPE) as instructed.
- 🔥 Observing hygiene rules – always wash your hands using soap and water before attempting to eat or drink
- 🔥 Reporting things that seem dangerous, damaged or faulty
- 🔥 Obeying the site rules, whether at the Training Centre or in the Workplace

You will be given a Health and Safety Induction at your workplace and at Oxford Energy Academy when you commence your course. This will include what to do in an emergency e.g. fire, bomb scare, minor and major injury, plus any details about personal protective clothing and equipment, health screening (if needed), and details of any dangerous equipment from which you may be restricted.

**Health and Safety is mainly common sense, but it is very important to you and those who work with you.**



# **Section 10**

## **Cracking the Jargon**

## CRACKING THE JARGON

<b>APEL</b>	Accreditation of Prior Experience and Learning. This is a way of using evidence from a previous job, work or qualification towards your Apprenticeship.
<b>Assessment</b>	The process used to judge that the evidence of your performance meets the national standards.
<b>Assessor</b>	A person experienced in the occupational area of your Apprenticeship who has been trained and qualified to conduct assessments.
<b>Awarding Body</b>	The organisation that manages and certifies National Vocational Qualifications, Technical Certificate, Key Skills, Employment Rights and Responsibilities and any Other Qualifications.
<b>Competence</b>	Doing your job consistently to the national standards.
<b>Element</b>	Part of a Unit which represents a specific part of the work area.
<b>Evidence</b>	Proof that you are competent in your job. The evidence must be Valid, Authentic, Current, Sufficient
<b>Performance Criteria</b>	What you actually have to do to demonstrate that you are competent.
<b>Portfolio</b>	A collection of evidence used to prove competence. The place where your evidence is stored and presented for assessment and certification.
<b>Scope</b>	The work circumstances and situations under which the performance criteria must be met.
<b>Sector Skills Council</b>	Sector Skills Council. There is one for most major occupations and industries throughout the UK. The SSC is the organisation responsible for the design of the Apprenticeship framework.
<b>Unit</b>	Part of a QCF which represents an area of work.
<b>Verification</b>	The Quality Assurance process used to check that assessment is fair and accurate and that Awarding Body standards are maintained.

## Information Advice & Guidance

### Useful Contact Numbers & Websites

#### General Help

<a href="http://www.supportline.org.uk">www.supportline.org.uk</a> 01708765200	<b>Get Connected:</b> 0808 808 4994 <a href="http://www.getconnected.org.uk">www.getconnected.org.uk</a>
<b>Crimestoppers:</b> <a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a> 0800555111	<b>Citizens Advice Bureau:</b> <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a>
<b>National Youth Advocacy Service:</b> 0808 808 1001 <a href="mailto:help@nyas.net">help@nyas.net</a> <a href="http://www.nyas.net">www.nyas.net</a>	
<b>Peninsula Employee Assistance Programme:</b> (help with Employment Law, H&S, HR, Housing, Financial, Family, Bereavement, Stress, Health, Legal etc)	0800 047 4097 (Account Number OXF043)

#### Learning Difficulties

<b>Autism &amp; Aspergers</b>	<a href="http://www.addiss.co.uk">www.addiss.co.uk</a> <a href="http://www.autism.org.uk">www.autism.org.uk</a>
	<b>Local Organisations:</b> <a href="http://www.autismoxford.org.uk/">http://www.autismoxford.org.uk/</a> <a href="http://oasonline.org.uk/">http://oasonline.org.uk/</a>
<b>Dyslexia</b>	<a href="http://www.dyslexicadvantage.org">www.dyslexicadvantage.org</a> <a href="http://www.dyslexicaction.org.uk">www.dyslexicaction.org.uk</a> <a href="http://www.bdadyslexia.org.uk">www.bdadyslexia.org.uk</a> <b>Local Organisations:</b> <a href="http://www.oxdys.org.uk/">http://www.oxdys.org.uk/</a>
<b>Dyscalculia</b>	<a href="http://www.dyscalculia.me.uk">www.dyscalculia.me.uk</a> <a href="http://www.aboutdyscalculia.org">www.aboutdyscalculia.org</a>
<b>ADHD &amp; ADD</b>	<a href="http://www.nhs.uk/conditions/attention-deficit-hyperactivity-disorder">www.nhs.uk/conditions/attention-deficit-hyperactivity-disorder</a> <a href="http://www.adhdfoundation.org.uk">www.adhdfoundation.org.uk</a> <a href="http://www.adhd-institute.com">www.adhd-institute.com</a> <b>Local Organisations:</b> <a href="http://www.adhdoxfordshire.co.uk/Adult-ADHD.html">http://www.adhdoxfordshire.co.uk/Adult-ADHD.html</a>

#### Family Issues

<b>Bereavement</b>	<a href="http://www.the-bereavement-register.org.uk">www.the-bereavement-register.org.uk</a> <a href="http://www.bereavement-trust.org.uk">www.bereavement-trust.org.uk</a> <b>Local Organisations:</b> <a href="http://www.oxfordcruse.co.uk/">http://www.oxfordcruse.co.uk/</a>
<b>Domestic Violence</b>	0808 1689 111 <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a> <b>Local Organisations:</b> <a href="http://www.reducingtherisk.org.uk/cms/content/information-and-advice-oxfordshire">http://www.reducingtherisk.org.uk/cms/content/information-and-advice-oxfordshire</a>
<b>Homelessness</b>	<a href="http://www.bigissue.com">www.bigissue.com</a> 02075263200 <a href="http://www.shelter.org.uk">www.shelter.org.uk</a> 08088004444
Relateline 03001001235	<a href="http://www.relate.org.uk">www.relate.org.uk</a>

#### Health

<a href="http://www.childbirth.org">www.childbirth.org</a>	<a href="http://www.iparenting.com">www.iparenting.com</a> <a href="http://www.verywell.com">www.verywell.com</a>
<a href="http://www.drfooster.com">www.drfooster.com</a>	<a href="http://www.embarrassingproblems.co.uk">www.embarrassingproblems.co.uk</a>
<a href="http://www.netdoctor.com">www.netdoctor.com</a>	<a href="http://www.nhsdirect.nhs.com">www.nhsdirect.nhs.com</a>
<b>Diabetes</b>	<a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a> <b>Local Organisations:</b> <a href="http://oxfordshire.diabetesukgroup.org/">http://oxfordshire.diabetesukgroup.org/</a>
<b>Anorexia &amp; Bulimia Care</b>	03000111213
<b>Terminal Illness</b>	<a href="http://www.compassionindying.org.uk">www.compassionindying.org.uk</a> ; 08009992434 <a href="http://www.dignityindying.org.uk">www.dignityindying.org.uk</a> 02074797730 <b>Local Organisations:</b> <a href="http://www.oxfordshireccg.nhs.uk/your-health/end-of-life-care/links-to-hospices-specialist-palliative-care-units-and-specialised-care/">http://www.oxfordshireccg.nhs.uk/your-health/end-of-life-care/links-to-hospices-specialist-palliative-care-units-and-specialised-care/</a>

## Sexuality

<b>LGBT</b>	<a href="http://www.lgbt.foundation">www.lgbt.foundation</a> <a href="http://www.fflag.org.uk">www.fflag.org.uk</a> <b>Local Organisations:</b> <a href="https://oxfordfriend1.wordpress.com/">https://oxfordfriend1.wordpress.com/</a>
<b>Gender Identity</b>	<a href="http://www.beaumont-trust.org.uk">www.beaumont-trust.org.uk</a> 07000287878 <a href="http://www.gendertrust.org.uk">www.gendertrust.org.uk</a>

## Sexual Health

<b>Under 25s Sexual health</b>	<a href="http://www.brook.org.uk">www.brook.org.uk</a>
<a href="http://www.fpa.org.uk/find-a-clinic">www.fpa.org.uk/find-a-clinic</a>	
<a href="http://www.sexualhealthoxfordshire.nhs.uk">www.sexualhealthoxfordshire.nhs.uk</a>	Abingdon, Bicester, Didcot, Kidlington, Oxford, Wantage, Witney 01865 231231 Banbury 01865 904500 East Oxford 01865226969

## Mental Health

<b>Depression</b>	<a href="http://www.depressionuk.org">www.depressionuk.org</a> <b>Local Organisations:</b> <a href="http://www.talkingspaceplus.org.uk/">http://www.talkingspaceplus.org.uk/</a>
<b>Anxiety</b>	<a href="http://www.anxietyuk.co.uk">www.anxietyuk.co.uk</a> 08444775774
<b>Anxiety/OCD</b>	<a href="http://www.ocduk.org">www.ocduk.org</a>
<b>General Mental Health</b>	<a href="http://www.bigwhitewall.com">www.bigwhitewall.com</a> <a href="http://www.calmclinic.com">www.calmclinic.com</a> <a href="http://www.bipolaruk.org.uk">www.bipolaruk.org.uk</a> <a href="http://www.mhf.org.uk">www.mhf.org.uk</a> <a href="http://www.mind.org.uk">www.mind.org.uk</a> <a href="http://www.moodswings.org.uk">www.moodswings.org.uk</a> <a href="http://www.mentalhealthmatters.com">www.mentalhealthmatters.com</a>
<b>Anger Management</b>	<a href="http://www.angermanage.co.uk">www.angermanage.co.uk</a> <b>Local Organisations:</b> <a href="http://www.mind-solutions.co.uk/anger-management/4544082982">http://www.mind-solutions.co.uk/anger-management/4544082982</a>
<b>Self Harm</b>	<a href="http://www.lifesigns.org.uk">www.lifesigns.org.uk</a> <a href="http://www.selfharm.org.uk">www.selfharm.org.uk</a>
<b>Suicide</b>	<a href="http://www.samaritans.org">www.samaritans.org</a>

## Smoking Cessation

<a href="http://www.nicorette.co.uk/cessate-smoking">www.nicorette.co.uk/cessate-smoking</a>	<a href="http://www.ash.org.uk">www.ash.org.uk</a>
<a href="http://www.nhs.uk/smokefree">www.nhs.uk/smokefree</a>	

## Drug Awareness

<a href="http://www.providenceproject.com">www.providenceproject.com</a>	<a href="http://www.addaction.org.uk">www.addaction.org.uk</a>
<a href="http://www.rehabtoday.com">www.rehabtoday.com</a> 08000380480	<a href="http://www.addictionhelper.com">www.addictionhelper.com</a> 08004488688
<b>Oxford-based:</b> <a href="http://www.smartcjs.org.uk">www.smartcjs.org.uk</a>	<a href="http://www.adfam.org.uk">www.adfam.org.uk</a>
Yarnton-based: <a href="http://www.leycommunity.co.uk">www.leycommunity.co.uk</a>	

## Alcohol Abuse

<a href="http://www.al-anonuk.org.uk">www.al-anonuk.org.uk</a>	<a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a>
<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>	<a href="http://www.drinksarter.org">www.drinksarter.org</a>
<b>Local Organisations:</b> <a href="https://www.oxfordshire.gov.uk/cms/content/alcohol-and-drug-addiction">https://www.oxfordshire.gov.uk/cms/content/alcohol-and-drug-addiction</a>	

## Sexual Abuse

<a href="http://www.familymattersuk.org">www.familymattersuk.org</a>	<a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a>
Safeline Helpline	Men – 08088005005 Women – 08088005008 Young People - 08088005007
<b>Local Organisations:</b> <a href="https://www.justgiving.com/osarcc">https://www.justgiving.com/osarcc</a>	

## Counselling

<a href="http://www.counselling.ltd.uk">www.counselling.ltd.uk</a>	<a href="http://www.itsgoodtotalk.org.uk">www.itsgoodtotalk.org.uk</a>
<a href="http://www.bcap.co.uk">www.bcap.co.uk</a>	<b>Local Organisations:</b> <a href="https://www.oxfordshire.gov.uk/cms/content/emotional-support-and-counselling-0">https://www.oxfordshire.gov.uk/cms/content/emotional-support-and-counselling-0</a>

## Bullying & Internet Safety

<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>	<a href="http://www.digital-trust.org">www.digital-trust.org</a>
<a href="http://www.chatdanger.com">www.chatdanger.com</a>	<a href="http://www.digital-stalking.com">www.digital-stalking.com</a>
<a href="http://www.fraudwatchinternational.com">www.fraudwatchinternational.com</a>	<b>Local Organisations:</b> <a href="https://www.oxfordshire.gov.uk/cms/content/internet-safety-advice">https://www.oxfordshire.gov.uk/cms/content/internet-safety-advice</a>
Revenge Porn Helpline	08456000459; <a href="http://www.revengepornhelpline.org.uk">www.revengepornhelpline.org.uk</a>
Stalking	<a href="http://www.scaredofsomeone.org">www.scaredofsomeone.org</a>

## Financial/Debt

National Debtline	0808 808 4000 <a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a>
<a href="http://www.stepchange.org">www.stepchange.org</a>	<a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a>
<a href="http://www.monetaryadvice">www.monetaryadvice</a>	<b>Local Organisations:</b> <a href="http://adviceoxford.org.uk/self-help/money-and-debt/">http://adviceoxford.org.uk/self-help/money-and-debt/</a> <a href="http://www.debt-relief.org.uk/help/advice/oxfordshire/">http://www.debt-relief.org.uk/help/advice/oxfordshire/</a>

## Gambling

<a href="http://www.gamcare.org.uk">www.gamcare.org.uk</a>	08088020133
<a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>	<a href="http://www.gambleaware.co.uk">www.gambleaware.co.uk</a>

## Legal

<a href="http://www.advicenow.org.uk">www.advicenow.org.uk</a>	<a href="http://www.offendersfamilieshelpline.org">www.offendersfamilieshelpline.org</a>
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## Exams/Revision

<a href="http://www.independent.co.uk/student/student-life/top-10-revision-tips-for-your-final-or-first-year-exams">www.independent.co.uk/student/student-life/top-10-revision-tips-for-your-final-or-first-year-exams</a>	<a href="http://www.examtime.com">www.examtime.com</a>
<a href="http://www.nhs.uk/conditions/stress-anxiety-depression">www.nhs.uk/conditions/stress-anxiety-depression</a>	<a href="http://www.studentminds.org.uk/exam-stress.html">www.studentminds.org.uk/exam-stress.html</a>

## Training Agreement

This Agreement between:

Employer:

and Apprentice:

and Parent/Guardian.....  
(if aged under 18)

and on behalf of Oxford Energy Academy: **Angy Irvin**

is made on.....

### 1. The Employer's Responsibilities

- 1.1 To employ, or sponsor, and pay the Apprentice in accordance with agreed terms and conditions.
- 1.2 To agree jointly with the Training Provider and Apprentice Plan ensuring that satisfactory progress is maintained. Any changes to the plan to be agreed at review stages.
- 1.3 To provide, as far as is reasonably practical, the experience, facilities and training necessary to achieve the training objectives specified in the Apprenticeship Plan without loss of wages and to treat the Apprentice fairly and reasonably as an employee would be treated.
- 1.4 If the Apprenticeship is terminated due to redundancy, to attempt, with the assistance of relevant organisations, to arrange employment for the Apprentice, for the duration of the Apprenticeship, with another company.
- 1.5 To undertake legal and contractual responsibilities for the Health and Safety of the Apprentice.
- 1.6 To ensure conformity with the employer's equal opportunities policy.

### 2. The Apprentice's Responsibilities

- 2.1 To work for the Employers to the best of her or his ability and in accordance with the Employer's policies and procedures.
- 2.2 To observe the Employer's terms and conditions of employment.
- 2.3 In both working and training, to be diligent and punctual and to attend course, keep records, take part in and contribute to the review process, undertake assessment in order to achieve Apprenticeship Plan objectives and keep the employer informed of progress towards those objectives.
- 2.4 At all times behave in a safe and responsible manner and in accordance with the requirements of Health and Safety legislation relating to the individual's responsibilities and to promote and act in the Employer's best interests.

### 3. The Training Provider's Responsibilities

- 3.1 To check that the contents of the Apprenticeship Plan fulfil the nationally and industry/sector agreed criteria for the Apprenticeship.
- 3.2 To ensure that the training meets the requirements set out in the Contract between the Training Provider and the Skills Funding Agency in particular relation to Quality Assurance process including Health and Safety obligations.
- 3.3 If the Employer is unable to complete the Apprenticeship, then the Training Provider shall use its best endeavours to ensure that the Apprentice is offered the opportunity to transfer to another organisation who will be able to provide an Apprenticeship Plan substantially similar to the existing Apprenticeship Plan.

**I understand the responsibilities as defined above and agree to this undertaking**

**Signed**..... for Employer

**Date** .....

**Signed**..... Apprentice

**Date**.....

**Signed**..... Parent/Guardian  
(if aged under 18)

**Date**.....

**Signed**..... Oxford Energy  
Academy

**Date**.....

**Copies to:**

- Apprentice
- Employer
- Provider