



# APPRENTICESHIP GUIDE FOR EMPLOYERS



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# WELCOME TO FOOTBALL FAMILY LTD

We would like to welcome you to Football Family Ltd. We would like to thank you for choosing Football Family to lead your apprenticeship training and guarantee that we will listen, advise and ultimately provide your organisation with a hassle free, high-quality and dedicated service. We pride ourselves on the quality of our provision and the support we offer to both employers and apprentices.

This handbook provides practical information to help you support your apprentice throughout their programme. It supplements your 'Employer Apprenticeship Contract' with Football Family for the delivery and assessment of Apprenticeship programmes.

## ABOUT FOOTBALL FAMILY

From our operations team, to tutors and assessor, we employ the very best. But unlike many providers, we measure the quality of our team members by more than just their experience and qualifications.

Safeguarding our learners is paramount to our ethos so we only employ people who truly care and share our vision of creating equal opportunities for all learners, regardless of their social-economic background or circumstances.

## WHY FOOTBALL FAMILY

- Apprenticeships are Football Family's core business; we are focussed on and dedicated to, the delivery, development, and continuous improvement of outstanding Apprenticeship training.
- We aim to create a true partnership approach with employers, working consultatively to ensure customised delivery and Apprenticeship success through an understanding of business need, goals and values.
- Our Apprenticeships can be delivered on employer premises or remotely, ensuring apprentices are positively contributing to the business rather than spending a large amount of time away from the workplace.
- Our professional and occupationally competent Tutors deliver Apprenticeship training flexibly to meet business need, minimise disruption and maximise impact. All Football Family Tutors have been verified by Disclosure and Barring Service (DBS) checks, to work with young people.
- Our cloud-based learning means that learners are not confined to a classroom environment. This is particularly beneficial for those who have struggled with conventional education routes.
- We actively seek employer and learner feedback to enhance programme delivery and customer service.
- Our Team is able to share their expertise in Levy management, the maximisation of co-investment funding and management of the digital Apprenticeship Service account. The team is also able to undertake administration of digital accounts, if required.

## APPRENTICESHIP BENEFITS

Apprenticeships allow businesses to grow their own talent, develop skilled workers for the future and increase staff loyalty and retention. Employees who have been trained through an Apprenticeship are more motivated and committed to their organisation.

Research shows that 86% of employers state Apprenticeships helped develop skills relevant to their organisation, while 76% of employers said Apprenticeships improved workplace productivity. (Source: Apprenticeship Evaluation 2018/19: Employers).

The cost of Apprenticeship training also pays for itself through increased productivity within 1-2 years of apprentices completing their programme. (Statistics source: English Apprenticeships: Our 2020 Vision).

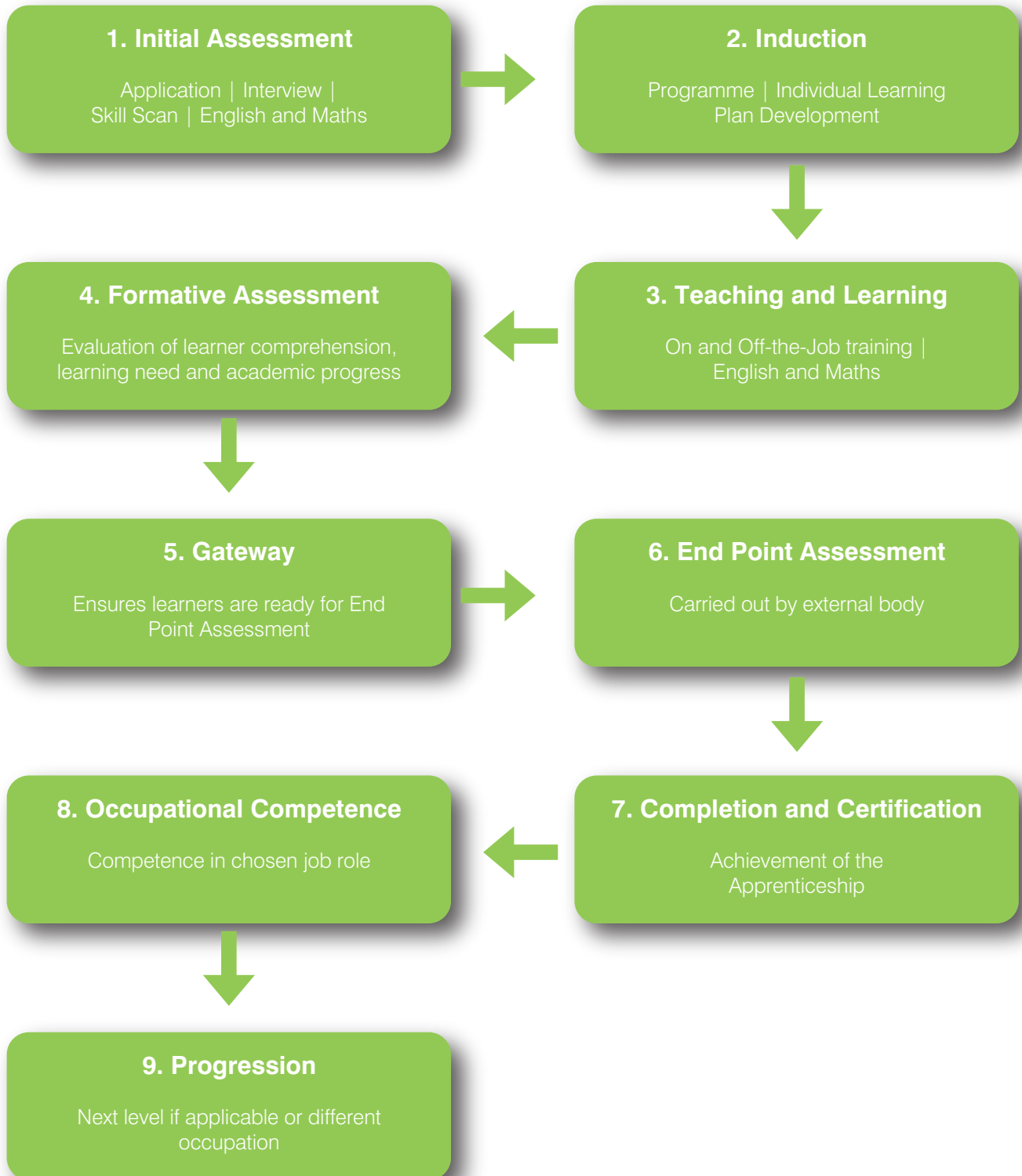
Apprenticeships can be used to develop the potential of existing staff – including graduates – through upskilling to gain substantive new skills, or to employ and train new talent.

## WHAT IS AN APPRENTICESHIP?

- Apprenticeships combine employment with workplace study, allowing apprentices to gain new skills, knowledge and behaviours directly related to a job role. Apprenticeships:
- are occupation-focused; although some Standards may contain a relevant qualification, they are not qualification-led.
- focus on the skills, knowledge and behaviours an apprentice will need to have learned by the end of their Apprenticeship.
- assess learners at the end of their Apprenticeship via an independent End Point Assessment (EPA) to prove the learner can carry out all aspects of their job.
- have been developed by sector specific groups of employers called 'Trailblazers'.



# THE LEARNER JOURNEY



# APPRENTICE RIGHTS AND RESPONSIBILITIES

Apprentices have the same rights and responsibilities as all other employees; this includes pay, working hours, holidays and sickness. Below are the main areas of employee legislation you will need to adhere to (Football Family does not accept responsibility with regard to employment law relating to employing learners). Further employment advice and information is available from ACAS (Advisory Conciliation and Arbitration Service) via their website at [www.acas.org.uk](http://www.acas.org.uk)

## WAGES

Apprentices are employees of your company and you will be responsible for paying their wage. The Apprenticeship minimum wage is only payable from the official start date of the Apprenticeship\*; prior to this you will need to ensure you pay the National Living/Minimum Wage which is appropriate to your employee's age. (For further information visit [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates)).

At the official Apprenticeship start date:

- employers must pay 16-18 year old apprentices at least the Apprenticeship minimum wage.
- employers may pay new apprentices aged 19 or over the Apprenticeship minimum wage, for the first year of their Apprenticeship only. After this date, you will need to increase your apprentice's wage to the appropriate National Living/Minimum Wage for their age.

## RIGHTS

Hours of work, holidays and sickness pay should comply with current employment legislation (further advice can be found at [www.acas.org.uk](http://www.acas.org.uk)).

## STATEMENT OF EMPLOYMENT PARTICULARS

You will need to provide a written 'Statement of Employment Particulars'. This isn't an employment contract but will include the main conditions of employment and will need to be provided to your apprentice within 2 months of the start of their employment. (For more information, visit [www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars](http://www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars)).

## APPRENTICESHIP AGREEMENT

You will need to sign a copy of an 'Apprenticeship Agreement'. This is an official document setting out how you and Football Family will support your apprentice achieve their Apprenticeship. It includes information on the training you'll provide, length of the apprentice's employment, their working conditions and qualifications they will be working towards. If you do not already have an Apprenticeship Agreement, Football Family will provide an example agreement and complete the final version with you and your apprentice at the start of the apprentice's programme. An Apprenticeship agreement template is also available for download from the Government website by visiting [www.gov.uk/government/publications/apprenticeship-agreement-template](http://www.gov.uk/government/publications/apprenticeship-agreement-template). (For more details visit [www.gov.uk/employing-an-apprentice/apprenticeship-agreement](http://www.gov.uk/employing-an-apprentice/apprenticeship-agreement)).

## COMMITMENT STATEMENT

You must sign a commitment statement with your apprentice and Football Family. This must include information on the planned content and schedule for training; what is expected and offered by the employer, Football Family and the apprentice; how to resolve queries or complaints. Football Family will provide you with this document.



# APPRENTICE RIGHTS AND RESPONSIBILITIES- EQUALITY AND DIVERSITY

## WORKING TIME REGULATIONS

Employees under the age of 18 must not work more than 8 hours per day or 40 hours per week. Employees over this age must not work more than 48 hours a week on average – normally averaged over 17 weeks (this is sometimes called the ‘working time directive’ or ‘working time regulations’). There are some exceptions to these rules, which can be found by visiting [www.gov.uk/maximum-weekly-working-hours](http://www.gov.uk/maximum-weekly-working-hours).

## 20% OFF-THE-JOB TRAINING

It is a Government funding rule that all apprentices are required to spend at least 20% of their time completing off-the-job training during their normal working hours (ie paid hours excluding overtime). Further information regarding activities which count as off-the-job training is also available from the Government website at [www.gov.uk/government/publications/apprenticeships-off-the-job-training](http://www.gov.uk/government/publications/apprenticeships-off-the-job-training). Off-the-job training can be delivered flexibly, for example: as part of every day; for one day per week; for one week out of every five; or a proportion at the beginning, middle or end of the Apprenticeship programme.

## OFF-THE-JOB TRAINING – EXAMPLE

|  |     |     |      |     |
|--|-----|-----|------|-----|
| Apprentice Normal Working Hours Per Week       | 30  | 35  | 37.5 | 40  |
| Weeks on Programme                             | 61  | 61  | 61   | 61  |
| Less Annual Leave Entitlement                  | 5.6 | 5.6 | 5.6  | 5.6 |
| Minimum 20% Calculation required for 14 months | 327 | 381 | 408  | 435 |
| Minimum 20% Calculation required per month     | 23  | 27  | 29   | 31  |

From month to month, the hours required to meet the 20% off the job training can vary, as long as the 20% can be achieved over the duration of the apprenticeship

| Description of Activity                   | Learning/Training Hours | Who provides this?                              |
|---|-------------------------|---|
| Introduction to Community Activator Coach | 4                       | Carried out by provider in work time            |
| Teaching cycles and catch up              | 38                      | Carried out by provider in work time            |
| Coaching Video's                          | 14                      | Learner self-study utilising provider resources |
| Community Activator Coach Workbook        | 22                      | Learner self-study utilising provider resources |
| Presentations Presentation                | 10                      | Learner self-study utilising provider resources |
| SWOT Analysis                             | 1                       | Learner self-study utilising provider resources |
| Reflective Accounts                       | 39                      | Learner self-study utilising provider resources |
| Sessions Plans                            | 84                      | Learner self-study utilising provider resources |
| EduCare courses                           | 56                      | Learner self-study utilising provider resources |
| Online Learning Modules                   | 12                      | Learner self-study utilising provider resources |
| Social Media Posts                        | 2                       | Learner self-study utilising provider resources |
| Interview Preparation                     | 10                      | Learner self-study utilising provider resources |
| Questionnaires                            | 10                      | Learner self-study utilising provider resources |
| Webinar                                   | 9                       | Learner self-study utilising provider resources |
| Employer Review                           | 3                       | Carried out by employer                         |
| Coaching Observation                      | 20                      | Carried out by provider in work time            |

# EQUALITY AND DIVERSITY- HEALTH AND SAFETY

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## EQUALITY AND DIVERSITY

The law requires that as an employer, you operate equality and diversity in line with the Equality Act 2010, and do not discriminate under the 'protected characteristics' of: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

### EMPLOYER RESPONSIBILITIES

You will need to:

- comply with equality and diversity legislation.
- demonstrate your commitment to equality and diversity in the workplace.
- ensure apprentices are treated fairly and equally.
- ensure apprentices are not bullied, harassed or made to feel unwelcome in the workplace.
- inform apprentices of what to do if they feel they are being unfairly treated in the workplace.
- provide apprentices with the opportunity to join a recognised union if they are eligible.

### FOOTBALL FAMILY'S RESPONSIBILITIES

Football Family's Equality and Diversity Policy promotes equality in the workplace, and we are committed to the elimination of direct and indirect discrimination, harassment and victimisation.

We will:

- promote equality and diversity throughout the apprentice's training programme.
- explain to apprentices how they should treat others. DLTH AND SAFETY
- ensure apprentices are aware of what to do if they feel they are being unfairly treated in the workplace.
- act on any complaints received from apprentices.
- provide employers with a copy of Football Family's Equality and Diversity Policy

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## HEALTH AND SAFETY

To maximise your apprentice's experience and achievement, learning must take place in a safe, healthy and supportive environment. The Health and Safety at Work Act places duties on employers to protect the 'health, safety and welfare' at work of all employees.

### EMPLOYER RESPONSIBILITIES

Employers should provide:

- minimum and statutory employers and public liability insurance for the full duration of the Apprenticeship.
- evidence of written risk assessments/safety policy (where applicable, i.e. for new or expectant mothers or young persons aged under 18).
- free personal protective equipment as identified via risk assessment.
- adequate first aid and fire arrangements.
- an assessment of health characteristics for each apprentice, introducing controls/restrictions as appropriate.
- supervision for all apprentices at all times.



- prohibition of under 18 year olds from using high risk machinery unless they have the necessary maturity and competence (including training).
- notification to HSE ([www.hse.gov.uk](http://www.hse.gov.uk)) of any injuries, diseases and dangerous occurrences (RIDDOR) caused through work activities that result in the apprentice being unable to perform their normal job function for seven or more consecutive days. (For further information on RIDDOR, contact 0345 300 9923). Football Family request that we are also informed of such incidents.

## FOOTBALL FAMILY RESPONSIBILITIES

- appraise all work placements to ensure appropriate health, safety and welfare arrangements are in existence and email you a copy of the appraisal.
- periodically re-appraise workplace environments to ensure the arrangements are maintained and where possible improved.
- discuss with you the actions recommended to address any shortfalls in health and safety as identified at appraisal/re-appraisal.

For more information on health and safety visit the HSE website ([www.hse.gov.uk](http://www.hse.gov.uk)).



# SAFEGUARDING, PREVENT AND BRITISH VALUES

All adults who come into contact in the workplace with young people aged under 18, or vulnerable adults, have a Duty of Care to safeguarding (i.e. to protect them from harm or abuse) and to promote their welfare. This includes those who may be at risk of exploitation from radicalisation, modern slavery or sexual exploitation (face-to-face or online).

The vast majority of adults who work with young people and vulnerable adults act professionally and aim to provide a safe and supportive environment which secures their well-being. Employers should be mindful of their safeguarding responsibilities and consider having appropriate policies in place to protect all parties - i.e. the company, employees, young people and vulnerable adults.

Further support and information on safeguarding topics, such as online safety, sexual exploitation and modern slavery, is available from the NSPCC (National Society for the Prevention of Cruelty to Children) website at [www.nspcc.org.uk](http://www.nspcc.org.uk).

## KEY TERMS

**Safeguarding** is the process of protecting vulnerable adults or young children aged under 18, from abuse or neglect. As an employer, you and your employees may be considered as being in a 'position of trust' and will need to be aware of safeguarding strategies. To safeguard individuals, and to protect your employees and your company, it is advisable to have an Employee Code of Conduct if one does not already exist. The Code will assist your employees by ensuring the rules and standards of your company are clearly communicated. Safeguarding includes online safety, sometimes referred to as e-safety.

**Prevent** is one of four strands of the Government's counter-terrorism strategy known as 'CONTEST'. Through a strategy of support and advice, Prevent aims to stop vulnerable people identified as being at risk of joining extremist groups, from doing so and from carrying out terrorist activities.

**British Values** reflect life in modern Britain and are the common values that all communities share. There are four British Values, i.e.: democracy; the rule of law; individual liberty; mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith.

## EMPLOYER RESPONSIBILITIES

- Understand what is meant by safeguarding, radicalisation and British Values.
- Ensure employees are trained to recognise potential safeguarding and radicalisation issues and clearly communicate what to do if they have concerns; including who to approach if they have a safeguarding concern (i.e. a nominated person in work).
- Ensure employees are aware of their behaviours, professional boundaries and your company rules and standards (i.e. Employee Code of Conduct).
- Work in an open and transparent way to reduce the opportunities for unfounded accusations/ unprofessional boundaries.
- Have a clear understanding of the way young people use social media and the potential for this to impact on work relationships.
- Promote British Values in the workplace by demonstrating tolerance and mutual respect of others.



## FOOTBALL FAMILY RESPONSIBILITIES

- Ensure Football Family employees working with young people/vulnerable adults have been verified by a Disclosure and Barring Service (DBS) check.
- Ensure Football Family staff are trained to recognise potential safeguarding/radicalisation issues.
- Provide ongoing safeguarding, Prevent and British Values basic awareness for apprentices to complement any in-company training.
- Assist employers with questions about safeguarding, Prevent and British Values (relating to Football Family apprentice queries only).

## LEARNER RESPONSIBILITIES

- Understand what is meant by safeguarding, radicalisation and British Values via ongoing training in these topics.
- Behave in a manner in line with the company's rules and standards (Code of Conduct) and those set out in all agreements made with the company and Football family.
- Communicate any safeguarding concerns to the appropriate person either in work or via Football Family.

## PROFESSIONAL DEVELOPMENT AND LEARNING OPPORTUNITIES

- Further support and information on safeguarding topics, such as online safety, sexual exploitation and modern slavery, is available from the NSPCC (National Society for the Prevention of Cruelty to Children) website at [www.nspcc.org.uk](http://www.nspcc.org.uk).

The Government's Prevent Duty Guidance 2015 is available at [www.gov.uk/government/publications/prevent-duty-guidance](http://www.gov.uk/government/publications/prevent-duty-guidance). You can learn more about what the Prevent duty means for you by accessing this free Home Office E-Learning Training on Prevent course at [www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html](http://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html). It offers an introduction to the Prevent duty and explains how it aims to safeguard vulnerable people from being radicalised to supporting terrorism or becoming terrorists themselves.

The Education and Training Foundation offer free online professional development including 'Prevent for Employers' which focuses on organisations that employ apprentices, and what they need to consider. To access a short flexible course, please visit Foundation Online Learning at [www.foundationonline.org.uk](http://www.foundationonline.org.uk).



# KEY PEOPLE

## FOOTBALL FAMILY TUTORS

Football Family will assign each apprentice a dedicated, occupationally competent Tutor, who will provide guidance and support throughout the Apprenticeship. Tutors will deliver training at a frequency appropriate to individual learner need (at least every 4 to 6 weeks) and embed contextualised English/ maths delivery as part of curriculum teaching and learning.

Other members of the Football Family team may, on occasion, accompany the Tutor to sessions with your apprentices, or visit your company to speak to apprentices, supervisors or mentors for support and quality assurance purposes. (For example, a Centre Co-ordinator who is responsible for monitoring Internal Quality Assurance (IQA). Their role includes providing Football Family Tutors with support on new procedures/processes connected with their occupational area; preparing and supporting Football Family Tutors in readiness for the End Point Assessment of their apprentices; and planning external quality visits from Awarding Organisations).

## WORKPLACE MENTOR

We strongly recommend you provide new apprentices with a workplace mentor, especially if they are aged 16-18. Mentors are in a position of trust and provide a role model/additional support to new apprentices, helping them to achieve and succeed. They help apprentices to understand their role in the organisation; how they may progress in their career; and provide support with any problems, issues, concerns or challenges they may have. In many cases, your apprentice's workplace mentor may be their manager/supervisor and as such they will also supervise the apprentice's work and the activities which will support their learning.

## WORKPLACE MANAGER/SUPERVISOR

Your apprentice's manager/supervisor will work with the Football Family Tutor to support the apprentice throughout their programme, focussing on the apprentice's workplace development and supporting them undertake work which will aid their learning. The manager/supervisor will have regular meetings with the apprentice and Football Family Tutor and will: supervise the work of the apprentice; work with the apprentice to set objectives and provide feedback on how the apprentice is progressing towards those objectives; work with the Football Family Tutor in the negotiation/setting of work-based projects or assessments where this is required; work with the Football Family Tutor to resolve any issues (e.g. the apprentice's workload, attendance etc), which may affect the apprentice's ability to successfully complete their programme; participate in progress reviews/Milestone meetings, with the Football Family Tutor including discussion regarding the setting of targets.

# INITIAL ASSESSMENT AND INDUCTION

Prior to the start of an Apprenticeship, all learners will complete a written application and interview with a Football Family Tutor. We will also undertake the initial checks/assessments detailed below. Assessments will identify the most appropriate level of Apprenticeship for the learner and will inform the learner's individual learning plan (plans are agreed by the learner, their manager/supervisor and Football Family Tutor). Additional learning needs will be recorded by learners on their enrolment form, ensuring reasonable adjustments can be made to support training and development.

## ELIGIBILITY FOR FUNDING

We will check whether the learner is eligible to study and, depending on the size of your business and the age of the learner, the potential funding which may be available for Apprenticeship training.

## OCCUPATIONAL INITIAL ASSESSMENT

We will carry out an occupational initial assessment to identify the learner's existing skills and knowledge, and to ensure they are sufficiently stretched and challenged throughout their Apprenticeship.

## ENGLISH/MATHS ASSESSMENT

All learners will be supported during their Apprenticeship with maths and English 'Functional Skills' (Functional Skills involves the application of maths and English skills to real life situations). Learners will therefore need to undertake maths and English initial assessments to identify the level they are working at.

## EMPLOYER INDUCTION

Any new employee undertaking an Apprenticeship will need to have a workplace induction at the start of their employment. Induction should clearly explain what you expect from the apprentice and cover the essentials below. A well-planned induction will help new employees settle into your company quickly, understand the environment in which they are working, and the job which they will be doing.

Football Family will complement this by providing all apprentices with an induction to their Apprenticeship programme, whether they are new or existing employees.

Employer Induction (for new employees undertaking an Apprenticeship) should encompass the following:

- issue the apprentice with a contract of employment and inform them of their terms and conditions of employment.
- explain your company policies and procedures, including Health and Safety, Equality and Diversity, safeguarding, accident/emergency and fire procedures.
- provide the apprentice with information about the job they will be doing and their responsibilities.
- provide a tour of the workplace.
- provide details of your company structure.
- introduce the apprentice to the people they will be working with, including their manager/ supervisor and workplace mentor.
- provide an Apprenticeship Agreement and agree a Commitment Statement.

# INDUCTION LEARNING, REVIEWS AND ASSESSMENT

## FOOTBALL FAMILY INDUCTION

We will explain:

- the content of the Apprenticeship, including the types of learning which will contribute towards the '20% off-the-job' training requirement.
- the apprentice's individual learning plan and how this will be delivered (for example every 4-6 weeks for 3-4 hours per visit).
- the Apprenticeship End Point Assessment (EPA).
- the types of learner support available, additional specialist support, maths and/or English support.
- The online learning platform APTM

## LEARNING, REVIEWS AND ASSESSMENT

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### LEARNING

Each apprentice will be provided with an individual learning plan at the start of their programme, which will be agreed and completed with the learner, Football Family Tutor and the apprentice's manager/ supervisor. This identifies what learning is required, by when, where it will be delivered and by whom, and is based on outcomes from the learner's initial assessments. Each Apprenticeship has a different profile of visits and these will be agreed at Initial Assessment.

Football Family Tutors will conduct regular visits/meetings with apprentices which may be held in the workplace or take place using remote delivery via Zoom/Microsoft Teams etc. Visits/meetings will be held at a frequency appropriate to individual learner need (for example every 4-6 weeks for 3-4 hours per visit/ meeting) and will include assessment visits and the electronic recording of:

- session objectives.
- what the apprentice has learnt at the visit/meeting.
- in-house training and off-the-job training undertaken since the last visit/meeting (e.g. coaching, visits, shadowing, mentoring).
- progress towards Apprenticeship completion.
- skills requiring further development to stretch and challenge.
- independent learning targets.
- visit feedback/summary (i.e. related to the Apprenticeship, Health and Safety, safeguarding, Equality and Diversity, Functional Skills, British Values and Prevent).
- learning support agreed.
- an evaluation of the session.



# LEARNING, REVIEWS AND ASSESSMENT

Football Family Tutors are fully accessible between visits/meetings via email/phone/video conferencing to allow both learners and their manager/mentor, access to support as necessary.

As an employer, you will be expected to provide the learner with the necessary time, facilities and equipment to complete their Apprenticeship, on an ongoing basis. This will be in conjunction with support and resources provided by Football Family.

## ENGLISH/MATHS FUNCTIONAL SKILLS

Football Family Tutors will embed English/maths Functional Skills delivery as part of curriculum teaching and learning. Where additional English/maths support is identified as being required (at initial assessment or on programme), Football Family Tutors will provide ongoing 1:1 support in the workplace. This will involve additional visits (usually one hour sessions) undertaken on a regular basis in a quiet place where teaching can take place to address the skills gaps. The minimum requirements for such teaching are that the environment is clean, there is a flat surface, two chairs, adequate heating and lighting and minimal noise and interruptions. If more than one learner is undertaking an Apprenticeship in your company, group sessions can be arranged.

## 20% OFF-THE-JOB TRAINING

It is a Government funding rule that all apprentices are required to spend at least 20% of their time completing off-the-job training. This is to be completed during their normal working hours (ie paid hours excluding overtime) and will support the apprentice to develop their workplace knowledge and skills. Off-the-job training will be agreed prior to the start of the Apprenticeship and may be undertaken in a variety of ways – e.g. as part of every day; for one day per week; for one week out of every five; or a proportion at the beginning, middle or end of the programme. Off-the-job training includes:

- training delivered by Football Family Tutors. (Excluding English/maths Tutor delivery).
- independent research/reading, project and assignment completion.
- naturally occurring workplace practices, such as work shadowing/observation, practising skills, formal training sessions, industry and inter-departmental visits.

You may also wish to give your apprentice a range of project work, as the more learning opportunities you can provide, the greater the range of skills your apprentice will acquire to the benefit of your company.

## MILESTONE MEETINGS

At least every 6-8 weeks, a review discussion will be held with the apprentice, their manager/supervisor and Football Family Tutor, to review progress towards previously set on and off-the-job training targets, and to agree planned training for the next visit. A 'Milestone' meeting (held with the learner, their manager/supervisor and Football Family), will formally review overall progress towards Apprenticeship achievement/completion.

Milestone meetings and reviews allow for open discussion on the progress being made and provide the opportunity to discuss any under-performance or corrective actions required, together with the provision of associated support for the apprentice (including pastoral support).

## EMPLOYER RESPONSIBILITIES

At Milestone meetings be prepared to discuss:

- the extent to which the learner has achieved targets agreed at sign on and/or the previous Milestone meeting(s).
- any achievements and progress the learner has made, as well as highlighting areas in which they are doing well.
- any new skills learned or developed and how these have been applied.
- any issues the learner may be having and where the learner may need further development or support.
- to what extent and how the 20% off-the-job training activities are being fulfilled, including analysis of logs and training records.

## FOOTBALL FAMILY'S RESPONSIBILITIES

The Football Family Tutor will:

- at the first target setting meeting, explain the target setting and target review process and records, including the purpose and content of Milestone meetings.
- agree targets for the first Milestone meeting.
- review and evaluate targets, record feedback and comments and re-set targets if required.
- agree new targets in preparation for the next Milestone meeting.
- at the final Milestone meeting, review the entire progress from sign on to final Milestone meeting.

## ASSESSMENT

Assessment will vary depending upon the occupational area being delivered by for the Community Activator Coach is assessed by 3 elements as followed.

Practical Coaching Observation – 2 hours to complete

Presentation and Q & A – 30 minutes

Panel Interview – 30 minutes

All Apprenticeships, however, will require the apprentice to undertake an independent End Point Assessment (EPA) at the end of their Apprenticeship, when both Football Family and their employer agree that the apprentice is ready to do so. EPAs will be undertaken by an independent external organisation, chosen by the employer with the support of Football Family.



# DIGITAL APPRENTICESHIP SERVICE

## THE DIGITAL APPRENTICESHIP SERVICE (Levy Paying Employers Only)

From April 2017 the way the Government funds apprenticeships changes for all organisations with an annual pay bill greater than £3 million, through the introduction of the Apprenticeship Levy.

You will pay the Apprenticeship Levy each month through your PAYE process in the same way you pay Income Tax or National Insurance contributions.

Your payroll or finance department will have been sent your Government Gateway login details to set up your Digital Apprenticeship Service (DAS).

Once your DAS has been set up you will be able to:

- Input staff details and the programmes you wish to deliver
- choose the training provider(s) you want to deliver the training
- choose your End-Point Assessment organisation
- post apprenticeship vacancies
- confirm the price you've agreed with your training provider(s)
- stop or pause payments (for example, if your apprentice stops their training takes a break, or you haven't received the service expected)
- authorise payments to your chosen training provider(s).

## USING YOUR ACCOUNT

When you have declared your Levy for the month you will see the balance in your account at the end of the following month. To enable you to sign into your account you will need to accept an Education & Skills Funding Agency (ESFA) Agreement, which you can access via your DAS or this link:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/603864/agreement-pdf.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/603864/agreement-pdf.pdf)

Once you have accepted your agreement with ESFA you will be able to authorise payments for apprenticeship training and End-Point Assessment (EPA) with the training providers you have chosen to manage your apprenticeships. Each provider has a unique UKPRN Number. To ensure you pay the right provider, the Football Family Limited UKPRN number is: 10082555.

If you do not have enough funds in your account to pay for training in any given month, you will be required to co-invest with the government. This means you will pay 5% of the outstanding balance for that month, and the government will pay the remaining 95% up to the funding band maximum. If costs agreed with your provider are over the maximum cap, then you must pay the difference out of your own budget.

If you have overpaid your Levy in any month but are still in credit at the end of the tax year, you will receive a refund as a PAYE credit. Apprenticeship Levy payments are a deductible expense for the purposes of Corporation Tax.

## YOUR STEP-BY-STEP GUIDE TO USING THE DIGITAL APPRENTICESHIP SERVICE

By October 2020, the DAS system will be the only way to access, manage and allocate apprenticeship funding so it is a good idea to set up an account now to start understanding your apprenticeship funding.

### Advantages to registering on DAS:

- You will have access to the DAS system with all the tools and functionality currently only available to large levy employers.
- You can benefit from free recruitment advertising on the government website
- Access to tools to enable you to plan your apprenticeship funding in advance.

### What you will need to register online:

- Valid email address
- Government Gateway Credentials (Organisational Level)
- Account office Reference Number
- PAYE Reference Number
- Companies House Number
- Charity Number (if applicable)
- Public Body Name

# FEEDBACK

Football Family is dedicated to continuous improvement and welcomes feedback directly from employers and apprentices regarding the services and training we provide. Whether you have a question, suggestion, compliment, comment or complaint, you can provide us with details through a variety of channels.

These include contacting Football Family directly by phone, email or through our website, via ongoing feedback/discussion during reviews and at end of programme evaluations.

Football Family is committed to providing a high-quality training and learning experience and has a variety of policies and procedures in place (accessible via our website) to ensure any complaints are resolved in a thorough, professional and timely fashion. Policies include: Complaints, Whistleblowing, and Safeguarding.



# USEFUL CONTACTS AND WEBSITES

## **FOOTBALL FAMILY HEAD OFFICE**

01226 758644

## **NATIONAL MINIMUM WAGE INFORMATION**

[www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates)

## **ADVISORY, CONCILIATION AND ARBITRATION SERVICE (ACAS)**

[www.acas.org.uk](http://www.acas.org.uk)

## **HEALTH AND SAFETY**

[www.hse.gov.uk](http://www.hse.gov.uk)

## **NSPCC**

[www.nspcc.org.uk](http://www.nspcc.org.uk)

## **ANTI-TERRORISM HOTLINE**

0800 789 321

## **PREVENT DUTY GUIDANCE**

[www.gov.uk/government/publications/prevent-duty-guidance](http://www.gov.uk/government/publications/prevent-duty-guidance)