



Your guide to working with your apprentice



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Thank you...

Thank you for choosing to work with us at PGL Training to deliver your Apprenticeship programme. Based in the heart of Devon and Somerset, PGL Training is a leading provider of training across the Construction and Business Development sectors.

We are here to work with your apprentices to develop their skills, knowledge and abilities and to help them reach their goals whilst supporting your business in developing a well trained, highly skilled workforce.

This guide is designed to take you through the next steps of the Apprenticeship programme, how you can work with PGL Training and what you can expect from us.

If you have any questions around the Apprenticeship programme or how you can work with PGL Training please call us on 01392 437373 and we'll help in any way we can.

The Qualification

An Apprenticeship is more than just a NVQ/Diploma qualification, it encompasses many different sections and qualifications, to ensure learners have all the skills required to be successful in their chosen career.

1. Vocational qualification (NVQ/ QCF)

This part of the qualification is the practical element; learners have to demonstrate competence in performing the skill, trade or occupation to which the framework relates. It is assessed through observations and evidence gathering

2. Technical knowledge qualification

The second section requires learners to demonstrate achievement of the technical skills, knowledge and understanding of theoretical concepts and knowledge. For some qualifications the technical certificate is embedded in the vocational qualification. It is usually assessed by an exam.

3. Functional Skills (English, Mathematics and ICT)

Functional skills are qualifications in English, Mathematics and ICT that equip learners with the basic practical skills required in everyday life, education and the workplace.

PGL Training offer dedicated support and teaching to apprentices to help them develop the transferable, practical skills required to work effectively in their job role and daily life. Apprentices will be given allocated time during their day release or in work visits, to focus on improving their core skills and sitting the relevant tests.

❖ **Functional Skills in English**

Apprentices will develop skills in reading, writing and communication to:

- Read and understand written information in detail.
- Deliver presentations and contribute effectively to discussions.
- Communicate effectively at work and in everyday situations.

Functional skills in English contain three separate assessments: reading test, writing test and an internal speaking, listening and communication task.

❖ **Functional Skills in Mathematics**

Apprentices will develop their core mathematical skills and have the confidence and capability to:

- Solve problems using a variety of mathematical methods.
- Perform calculations involving percentages, fractions and ratios.
- Describe solutions to a range of mathematical situations.
- Interpret and construct graphical displays.
- Discuss and describe data sets using averages.

Functional skills in Mathematics is assessed by a single examination.

❖ **Functional Skills in ICT**

You will develop your ICT knowledge and gain essential skills to:

- Find and select information using ICT systems including spreadsheet, database and word programmes.
- Develop, present and communicate information using ICT programmes.

Functional skills in ICT is assessed by a single examination.

4. Employment Rights and Responsibilities (ERR)

Employment Rights and Responsibilities (ERR) are a compulsory part of all Apprenticeship programmes that show that the apprentice has had a full induction to the employing company and training program, and is aware of the essential workplace rights and responsibilities. Regardless of whether an Apprentice is in the first job or is experienced in their role or industry, this does not affect their need to cover the knowledge required. To achieve the ERR national outcomes the apprentice must demonstrate that he/she:

- ❖ Knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
- ❖ Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- ❖ Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- ❖ Understands the role played by their occupation within their organisation and industry;
- ❖ Has an informed view of the types of career pathways that are open to them;
- ❖ Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
- ❖ Knows where and how to get information and advice on their industry, occupation, training and career;
- ❖ Can describe and work within their organisation's principles of conduct and codes of practice;
- ❖ Recognises and can form a view on issues of public concern that affect their organisation and industry.

5. Personal Learning and Thinking (PLTs)

Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. PLTS have a significant impact on a person's ability to make a confident contribution, both within and outside of their working environment.

To achieve the six PLTS outcomes the apprentice must demonstrate the following skills:

- ❖ **Independent enquiry** - apprentices can process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes;
- ❖ **Creative thinking** - apprentices think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value;
- ❖ **Reflective learning** - apprentices evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning;
- ❖ **Team working** - apprentices work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes;
- ❖ **Self management** - apprentices organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities;
- ❖ **Effective participation** - apprentices actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

Starting the Apprenticeship program

The majority of the Apprenticeship programme is carried out in the workplace and is integrated with the apprentice's day-to-day tasks and responsibilities. So, they will do a vast amount of their learning in-house with your company and you can have close supervision of the training and assessment process to ensure that the needs of your business are met.

Some Apprenticeship qualifications require learners to attend our Training Centres on day release. It is vital to the learner's progression and success that they attend these training days on a regular basis. Learners will be taught key industry knowledge and skills in a safe environment with full supervision and support.

We will work with your apprentice to set targets and conduct regular assessments to make sure that they are carrying out the requirements of their job to the highest standard and fulfilling the requirements of their Apprenticeship programme.

Once the apprentice has completed the programme they will have gained vocational qualifications which are nationally recognised and comply with professional industry standards.

Progression

At PGL Training we offer Intermediate (Level 2) and Advanced (Level 3) Apprenticeship programmes. If your apprentice is starting their Intermediate Apprenticeship they can progress onto an Advanced Apprenticeship upon completion.

Reviewing their progress

It is important that you work closely with your apprentice throughout their learning journey so that you can make sure they are on track and are contributing to your business objectives as much as possible.

During the Apprenticeship our Training Assessors will visit each candidate in the workplace to review progress against their Individual Learning Plan (ILP).

The assessments will take place at mutually agreed times to determine and confirm the candidates' progress and competence set against the national standards. This is achieved through 3 main methods:

- ❖ Formal observations in the workplace. There will be a minimum of 4 visits during the course. Some qualifications will require monthly visits.
- ❖ Professional discussions
- ❖ Examining other evidence compiled within the portfolio, e.g. witness testimonies, product/photographic evidence, previous training received, reports and certificates of achievements.

Progress reviews happen every 12 weeks throughout the Apprenticeship programme. They are three-way interviews between you, the apprentice and us, and are your opportunity to comment on the progress of your apprentice, ask our Trainer Assessor any questions and agree set learning targets and milestones.

Commitment to Health and Safety

At PGL Training we are committed to ensuring all apprentices are able to train in a safe, healthy and supportive environment. Prior to the commencement of the training, a PGL training representative will meet with you to assess your current Health and Safety provision.

If the Health and Safety provision of your business does not meet current legal requirements, PGL Training can assist you to attain the required standards. In particular, we will verify that the following legal requirements are in place:

- ❖ Employer's and Public Liability Insurance
- ❖ Health and Safety Policy
- ❖ Risk Assessments
- ❖ Emergency, Fire and First Aid
- ❖ Accident Reporting System
- ❖ Supervision Arrangements
- ❖ Induction and training Arrangements

Effective Supervision

All employers, apprentices and members of PGL Training have a commitment to ensuring that the learner is effectively supervised at all times to make sure they are safe in the workplace. All apprentices are at risk in the workplace due to their incomplete knowledge and skills; young people are particularly at risk due to their relative inexperience and lack of awareness of hazards. Supervisors are needed to keep apprentices safe and healthy whilst being trained- they will act as guide, mentor and role model. It is important that supervisors have the necessary competence to show the correct and safe way of carrying out tasks.

Accident reporting

Any accidents, incidents or absences relating to occupational illness should be reported to PGL Training immediately. It may be necessary for us to put the apprentice on a 'planned learning break', if time off work is required.

Safeguarding Young People and Vulnerable Adults

Safeguarding policies protect any learner who is under 18 years of age as well as adults over 18 who may be regarded as vulnerable. They may be vulnerable because they are receiving a service which is specifically targeted at people with age-related needs, disabilities or prescribed physical or mental health.

Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect. We are all responsible for the safety of children, young people and vulnerable adults. We must ensure that we are doing all we can to protect the most vulnerable members of our society.

It is important that you provide a safe and welcoming learning environment for all learners, have a zero tolerance policy of bullying and harassment, report any incidents to us and are alert to the possibility of abuse.

Referring concerns...

In order to protect people from abuse and harm it is important that everyone knows what to do if they suspect someone is being abused.

You may suspect that someone is being harmed or abused because:

- ❖ You have general concerns about someone's wellbeing
- ❖ You see or hear about something which could cause abuse
- ❖ Someone tells you something has happened or is happening to them which could be abuse

Together, we have a duty of care to refer this information to external agencies such as Social Services or the Police. If you need any advice regarding safeguarding issues you can speak to PGL Training's designated Safeguarding Officer or Manager; Andrew White and Anita Butt. A copy of PGL Training's full Safeguarding policy is available in our Training Centres if you would like further information.

More in depth information can be gained by visiting;
www.isa.gov.uk Independent Safeguarding Authority.
www.dcsf.gov.uk Department for Children, Schools and Families

Equality and Diversity

Equality and diversity is a term used to define and champion equality, diversity and human rights as defining values of society. It promotes equality of opportunity for all, giving every individual the chance to achieve their potential, free from prejudice and discrimination.

All employees deserve to be treated fairly and equally, this is a moral and legal duty for all businesses. It is important that every employer, regardless of size or industry, understands their obligations from both a legal and business perspective.

We can help you eliminate discrimination and encourage diversity within your workplace.

More information can be gained by visiting;
www.equalities.gov.uk
www.legislation.gov.uk/ukpga/2010/15/contents

Our Equality and Diversity Policy

We will work with staff, learners and other education providers to ensure that our provision is relevant and meets their needs. We will actively encourage staff, learners and partners to:

- ❖ Promote equality of opportunity in all provision
- ❖ Eliminate unlawful discrimination and harassment
- ❖ Promote positive attitudes towards diversity
- ❖ Encourage all students and staff to reach their full potential
- ❖ Take proactive steps to take account of the additional needs of those persons who may experience the greatest barriers to fulfilment of their potential, even where that involves treating some persons more favourably than other people

PGL Training Limited will promote equality of opportunity by:

- ❖ Actively involving staff and learners with disabilities and/or from ethnic minority groups to ensure changes are influenced by the priorities of the staff and learners themselves
- ❖ Creating equal access to the organisation through the provision of information, advice, guidance and additional support, to meet individual needs and situations
- ❖ Ensuring all training programmes are consistent with current legislation
- ❖ Working with other institutions as appropriate to challenge discrimination and promote good practice

Other Training courses

PGL Training offers a vast array of courses to suit you and your business' needs.

Intermediate and Advanced Apprenticeships

- Plumbing and Domestic Heating
- Electrotechnical
- Carpentry
- Business and Administration
- Customer Service
- Team Leading
- Management
- Warehousing and Storage

Gas and Oil

Domestic/ Natural Gas (CCN1, CPA1, CENWAT, CKR1, HTR1, MET1)
Commercial Gas
Commercial Catering (CODC1, COMCAT 1 and 3)
LPG (changeover to Permanent Dwellings, RPH, LAV, HTRLP2)
Oil (OFT 10-101, OFT 10-105E, OFT 10-600A, OFT 10-102)

Renewable and Environmental Technologies

Green Deal Assessor Training
F-Gas
Ground and Air Source Heat Pumps
Solar Thermal Hot Water
Solar PV Systems
Rainwater and Greywater Harvesting- coming soon, register your interest now.
Biomass- coming soon, register your interest now.
Daikin Altherma: High and Low Temperature Split Systems (SE15)
Daikin Altherma: High Temperature Split Systems (SE18)
Daikin Altherma: Low Temperature Split Systems (SE11)
Daikin Altherma Monoblocs (SE23)

Plumbing and Heating

Level 2 and 3 Diplomas in Plumbing Studies (6035)
Level 2 and 3 NVQ Diplomas in Domestic Plumbing and Heating (6189)
Experienced worker route for Level 2 6189
Boiler fault finding and electrics
Unvented and Vented Hot Water Systems
Water regulations advisory scheme (WRAS)
Energy Efficiency for Domestic Heating (Part L)

Electrical

Level 2 Diploma in Electrical Installations
Level 3 Diploma in Electrical Installations
Level 3 NVQ Diploma in Installing Electrotechnical
Level 3 Initial Verification and Certification of Electrical Installations (2394)
Level 3 Periodic Inspection Testing and Certification of Electrical Installations (2395)
17th Edition IEE Wiring Regulations (2382)
Portable Appliance Testing (PAT)
Basic Electrical Awareness
Testing refresher course

Construction

Level 2 NVQ Diploma in Wood Occupations -Site Carpentry
Experienced Worker Practical Assessments (EWPA) Level 2 NVQ Diploma in Wood
Health and safety course
Level 1 Certificate in Basic Construction Skills

For more information on available courses, please do not hesitate to contact us on 01392 437373 or email enquiries@pgltraining.com .

PGL Training Limited

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Visit our website to find out more about us and to download directions
to our centres.

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