

UKTD

Employer Guide to successful Apprenticeships with UKTD Hairdressing and Barbering



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Welcome to UKTD

Thank you for choosing UKTD as your training partner. You have made an excellent choice in choosing work based Apprenticeships that are a cost effective way of developing the skills within your business.

We look forward to helping your staff develop their skills and improve your business. All UKTD Training Consultants are highly skilled and we are committed to delivering high quality training.

We pride ourselves on our expertise and workforce development; we have a range of opportunities for your business to develop your staff mainly through the Apprenticeship and Traineeship route.

Apprenticeships enable young people to learn at work with expert support from UKTD Consultants, part-funded by the government and the EU.

We also offer a wide range of courses, traineeships and support to help staff make progress at work - please get in touch to find out more.

We look forward to working with you, your staff and your Apprentices.

If you have any questions or require further information about a qualification, please visit our website on www.uktd.co.uk, or contact us on 01442 230 130. You can also request our brochure to find out more.

Mission statement

UKTD aim to provide high quality workplace training, assessment, advice and guidance for apprentices and trainees. We currently offer this in hairdressing and business skills. We endeavour to exceed the expectations of learners and employers and hope to be the leading provider of workplace apprenticeships in hairdressing throughout the UK by July 2018.

Top tips for Employers

1. Give your Apprentice a great induction (our Training Consultant will help): make them feel part of your team from the start!
2. Give your Apprentice lots of opportunities to learn and practice the skills from the UKTD Pathway and Awarding Body standards.
3. Make time for Apprentices to meet with a UKTD Consultant for up to three hours every month, for functional skills training, theory and assessment.
4. Check your apprentice's progress on OneFile's e-portfolio and sign it off every month. This will enable you to track your apprentice's progress.
5. Attend reviews with your Apprentice and UKTD Consultant every three months or as needed.
6. Help your Apprentice complete their course on time.
7. Celebrate your Apprentice's achievements in order to keep him/her motivated.
8. Encourage staff to progress from one qualification to another and build their skills. UKTD offer a wide range of higher level qualifications.
9. Pay at least the Apprenticeship wage and if possible the minimum wage or living wage.
10. Make sure your learner has a safe workplace and look after their general welfare. Report any injury or accident to us immediately.
11. Complete the feedback surveys to tell us and the Skills Funding Agency what you think.
12. Ask us to help you find another Apprentice or Trainee (see page 6 Recruiting an Apprentice).
13. Tell us about any vacancies you may have as soon as possible, so we can assist with vacancy matching through our website, social media and marketing materials.

What are Apprenticeships?

Apprenticeships are jobs which enable young people and adult learners to earn a wage while they train at work and gain a recognised qualification.

Depending on the type of work chosen, an Apprenticeship will take between one and four years to complete.

The content of all Apprenticeships is set by your industry. You can add content to meet your business needs and make the Apprenticeship bespoke and challenging for your Apprentice.

Apprentices usually work for at least 30 hours a week. Employers are responsible for wages and other employment costs.

An Apprentice must receive the minimum wage for their age. For details, please visit www.gov.uk/national-minimum-wage-rates.

All Apprentices must have an Apprenticeship agreement with their Employer, which we can give you.

Apprenticeship qualifications

Apprenticeships are available at Intermediate, Advanced and Higher (degree) level. Ask your UKTD Consultant if we can help you find apprentices for all areas of your business.

Why choose an Apprenticeship?

96% of employers say that an Apprentice benefits their business.

72% of businesses report improved productivity as a result.

Two-thirds of employers say that having Apprentices improves products or services, brings new ideas, raises morale among staff and encourages staff to stay.

The average person completing an Apprenticeship increases productivity by £214 a week. These gains include increased profits, lower prices and better customer service.

Apprenticeship Grant for Employers

Apprenticeship Grant for Employers of up to £1,500 is available for apprentices aged 16 to 24 if you have less than 50 employees and haven't enrolled a new Apprentice in the previous 12 months. Grants are available until December 2015 officially and possibly beyond (terms and conditions apply).

Recruiting an Apprentice

Apprenticeships Vacancies Service (AVOL)

If you want to recruit an Apprentice, UKTD will help you advertise the position for free on the National Apprenticeship Service's Apprenticeship Vacancies Online website (AVOL). This will help you to identify candidates that match your criteria. Almost half a million people use AVOL to search and apply for vacancies.

The system enables vacancies to be seen and applied for nationally by thousands of potential learners that register onto the system, making it easy to attract and recruit.

We will also promote your vacancy with targeted advertising on Facebook and other online services free of charge. To place an advertisement FREE of charge please contact: karen.strickland@uktd.co.uk Tel: 01442 230 130

UKTD also deliver Traineeships

What is a Traineeship?

A Traineeship is a government-funded work-experience placement of at least 100 hours for up to six months for unemployed people aged 16 – 24. If at the end of their programme, an employer decides to offer a Trainee an Apprenticeship, they could be eligible for an **Apprenticeship Grant for Employers** of up to £1,500 (terms and conditions apply).

Traineeships are delivered by UKTD and funded by the government, with employers providing work experience and a formal job interview as part of the programme.

UKTD can add additional content to meet the needs of the employer, learner and local labour market.

All training costs are met by Government funding. You do not need to pay trainees but it is good practice to offer expenses for transport and meals.

What are the benefits to employers?

Traineeships have been developed in response to research showing that young people frequently lack the knowledge and experience employers expect in the workplace. Traineeships benefit businesses in the following ways:

- An employer can design a high quality Traineeship within their company, in partnership with UKTD, to suit both the needs of their business and the needs of the trainee.
- Employers can get ahead of the competition by bringing enthusiastic young people with fresh ideas into their business.
- Traineeships allow you to shape the skills and experience of young people from your local community, helping your business to develop a loyal and talented workforce.
- Working with trainees will give staff members the chance to develop their own skills in mentoring and coaching young people.

A Traineeship can be a good start for an Apprenticeship

The UKTD Learner Pathway

Overview of an Apprenticeship

Every Apprentice follows a learning journey to develop skills and knowledge for success in their chosen career. The following chart provides an outline of the main stages involved. Your UKTD Consultant will give you a copy of the pathway for each of your Apprentices.

Each step of the journey is on OneFile's e-portfolio assessing tool used by UKTD to guide learners through each step of their journey. OneFile's e-portfolio can be accessed anywhere, at any time, via the internet. This allows for the delivery of qualifications in a flexible and efficient way.

Apprentice starts work

- Sign-up paper work done
- Initial assessment by training consultant
- Individual Learning Plan completed and signed off
- Employment Rights and Responsibilities self-study starts



Monthly vocational skill visits by training consultant

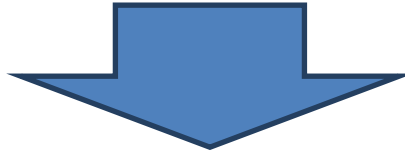
- Assessment of learner's practical skills
- Vocational knowledge and theory
- Individual Learning Plan reviewed and signed off on OneFile
- Tasks agreed for following month
- Signed-off by learner on OneFile



Monthly functional skills teaching

As soon as the programme starts a UKTD Training Consultant will commence the delivery of functional skills

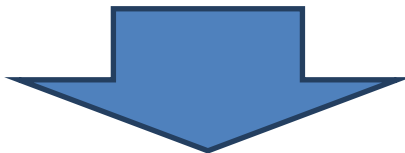
- Signed-off by our Training Consultant and the learner on OneFile



Workplace quarterly review with UKTD training consultant

Every three months the Apprentice, Employer and training consultant review progress, identify any additional learning needs and put extra support in place if necessary.

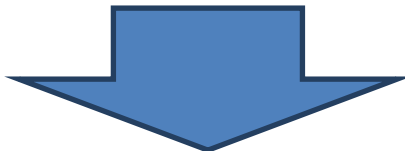
- Signed-off by our Training Consultant, learner and employer on OneFile



Framework completion

When all elements of the Framework have been done successfully the UKTD IQA will apply to the awarding body (e.g. City & Guilds) who grant the certificate.

The Training consultant discusses options to continue learning with the Apprentice and employer.



Celebration of achievement

Take a picture of the Apprentice and their certificate, post it on Facebook and share with family, friends and UKTD.

Celebrate with colleagues in a suitable way.

Progress to another qualification to continue your career development.

Natural Progression

Hairdressing Level 2 & Level 3 Apprenticeship

City and Guilds Level 2 NVQ Diploma in Hairdressing builds a foundation for learners. Once learners have achieved level 2 they can progress to Level 3 which will enable them to further develop creative skills and knowledge.

Barbering Level 2 & Level 3 Apprenticeship

Candidates will develop key barbering techniques, mainly through practical tasks in their day-to-day roles, which will be reinforced by theoretical knowledge. Level 3 gives the opportunity to enhance and refine skills which have been learned through either substantial industry experience or through a level 2 qualification in the industry.

Customer Service Level 2 & Level 3 Apprenticeship

Level 2 Intermediate includes understanding customers, resolving problems, working in teams, promoting products and services, gathering customer feedback.

Level 3 Advanced Customer Service includes principles of business and resolving customers' problems.

Team Leading Level 2 & Management Level 3 Apprenticeship Level 5 not an Apprenticeship

Our range of management and team leading qualifications are suitable for new or aspiring managers including line managers and heads of department. We offer team leading level 2 and Management levels 3 & 5.

TAQA (Not an Apprenticeship)

Level 3 Award in Training, Assessment & Quality Assurance is for experienced stylists who would like to become salon based Assessors.

Level 4 Award in Training Assessment & Quality Assurance is a course for experienced Assessors who would like to progress to become an Internal Quality Assurer.

Award in Education and Training (AET) Level 3

Level 3 is for people who want to be a Teacher, Tutor or Trainer and need to be able to plan, prepare and implement learning for a specialist area. This course is run over 3 days with up to six weeks to complete assignments.

Information, Advice and Guidance Level 3 & Level 4 (Not an Apprenticeship)

The qualification is designed for anyone providing advice and guidance in a professional or voluntary role.

Other available apprenticeships

Business and Administration Level 2 & Level 3 Apprenticeship

Once you have successfully completed your Level 2 qualification, you may wish to progress to Level 3 or another qualification appropriate to your personal development i.e. Customer Service or Management.

Supporting Teaching and Learning in Schools Level 2 Apprenticeship

This course is designed to meet the needs of those already supporting children and young people in schools. Candidates need to be working in a role that allows them to demonstrate learning outcomes relating to practice in their day to day work. This could be applied to roles such as teaching assistant, classroom assistant and learning support assistant.

Retail Skills Level 2 & Level 3 Apprenticeship

Retail professionals fill a diverse set of roles depending on their area of expertise and job within a store. At level 2 the qualification aims to lay a solid foundation for all retail professionals, whilst at level 3 there are three paths depending on the candidates specialisation; visual merchandising, sales professional and management.

IT Application specialist Level 2 & Level 3 Apprenticeship

This IT user course is recommended for those who have little or no experience in IT but who are required to use IT systems in order to carry out their work.

IT Software, Web and Telecoms Level 2, Level 3 & Level 4 Apprenticeship

This qualification is for learners who work or want to work in a variety of IT fields including Support and Web Development. It will cover vital skills in systems support, software and telecommunications in the work place, which can be tailored to your exact requirements.

Contact Centre Level 2 & Level 3 Apprenticeship

The Contact Centre industry is one of the United Kingdom's fastest growing sectors. Through the increasingly sophisticated developments in communications technology, contact centres are playing an important role as a central point for communicating with and supporting customers.

Social Media Level 3 Apprenticeship

Social Media is fast becoming the most effective way to market service and products to consumers. Whilst it can be a cheap and effective way of promotion, there are some key principles and techniques that can make all the difference when entering the social media range.

Our commitment to Employers and Learners

UKTD aims to give Apprentices and Employers the support they need to succeed.

We will:

- Manage the whole learning programme for you
- Support, assess and train on a monthly basis throughout the learning programme on your premises
- Ensure in-house delivery is of the right standard and ensure learners qualify and meet required standards
- Register and certificate learners for both Vocational and Functional skills parts of the programme
- Work with employers to facilitate the best quality training and achievement in their chosen qualifications
- Offer a variety of progression routes to higher qualifications
- Help you apply for the employer grant, where eligible
- Work with you to ensure that your work-place is a safe environment for the learner
- We will ask you for feedback periodically about our delivery and services to ensure you, your Apprentice and staff are satisfied with the programme and receiving high quality provision.

We can also:

- Train your staff member as an In-Placement Training Consultant
- Train staff to become qualified adult education trainers
- Offer additional courses and qualifications

Our training is monitored for quality by the Skills Funding Agency and Ofsted, the government's agency for quality assurance in education. These agencies regularly survey learners and employers to get their views of the training and assessment process.

Employer's Responsibilities

Under the terms for apprenticeships you are required to:

Meet employment conditions

- Give your Apprentice a Contract of Employment
- Pay at least the minimum wage for Apprentices
- Ensure adequate competent supervision at all times
- Record Apprentices' workplace attendance
- Inform your UKTD Consultant of any unauthorised absences
- Make your Apprentices aware of your Equal Opportunities Policy

Support their learning and development

- Support your Apprentice in gaining their training qualifications
- Give appropriate on-the-job work experience and training
- Ensure enough time for them to achieve their training objectives
- Allow agreed access to UKTD staff for monthly visits for assessment, knowledge and functional skills training
- Take part in the regular reviews of your Apprentices' progress
- Be involved in reviews, Individual Learning Plan and target setting
- Sign off your Apprentice's progress on OneFile every month

Comply with all relevant Health & Safety legislation

- Provide a safe working environment
- Provide Health & Safety Induction Training
- Hold current employers' and public liability insurance and vehicle insurance where appropriate
- Provide protective equipment (PPE) in accordance with statute and good occupational practice

Individual Learning Plan

UKTD will agree an Individual Learning Plan (ILP) with each Apprentice to cover the whole programme and any additional learning needs. This is a contractual requirement and an integral part of an Apprentice's learning programme. It is a working document to ensure that everyone involved in the training is working towards the successful completion of the Apprenticeship.

UKTD Training Consultants are responsible for completing the Individual Learning Plan and copies will be sent to the Employer and the Apprentice. It is also on OneFile's e-portfolio.

Why choose UKTD as your training provider?

UKTD is dedicated to providing the best possible training and support for workplace-based learning to help employers' succeed.

Other programmes available

- Traineeships
- Apprenticeships
- Advanced Apprenticeships
- Higher Apprenticeships
- Information Advice and Guidance
- TAQA & PTTLS
- Functional Skills (English, Maths & I.T.)
- Bespoke hairdressing, cutting and barbering workshops
- Functional Skills, CV writing
- Private bespoke courses: please ask

Awards and standards achieved

- OFSTED grade 2 provider
- 'Matrix' accredited for Information Advice & Guidance to both Employers and Learners
- Investors In People accredited
- SFA approved provider of training for young people and adults
- City & Guilds accredited training organisation
- HABIA Endorsed Provider

Achievements of UKTD

- UKTD has retention and achievements rates in excess of 80% across all of our provision
- We have qualified over 250 Apprentices, Trainees and private learners in the last year alone
- UKTD currently works with over 200 employers in a range of vocational areas
- We are well known for our success in progressing learners and staff beyond their level 2 qualifications, including level 3 and other appropriate qualifications (see our website for further details; www.uktd.co.uk)
- We actively encourage all learners to progress to higher qualifications and continue with their career development
- UKTD has claimed many thousands of pounds of funding for Employers through the Employer Grant Scheme
- UKTD is a specialist provider and one of the most successful Hairdressing Providers of work-based learning
- UKTD actively encourage and support employer steering groups in relation to qualification changes and government proposals.

UKTD has a team of highly qualified staff for teaching and assessment to ensure an excellent and consistent standard for all learners.

The government's Common Inspection Framework is at the heart of our company and programme design (for more information on the CIF go to www.ofsted.co.uk)

Using Technology for learning and earning

UKTD is developing how we use technology to support learning in the following ways:

- OneFile e-portfolio contains your learners' Individual Learning Plan, assessment tasks and other activities
- Our Moodle site has learning materials and online courses: <http://learning-zone.uktd.co.uk>
- Using a range of social media allows learners and employers to share achievements and information
- Our website provides information on courses and other opportunities for learners and employers

We can also help you develop your online communications and marketing by:

- Recruiting Apprentices to fill vacancies using Facebook and AVOL
- Using social media to promote your business
- Providing you with UKTD marketing material.

Thank you for taking the time to read your Employer Guide and we look forward to working with you and your team.

Useful information

Issue	Website	Link/telephone number
Any Apprenticeship issues	National Apprenticeship Service	http://www.apprenticeships.org.uk
Any issues relating to your business	Department for Business Innovation and Skills	www.gov.uk/government/organisations/department-for-business-innovation-skills
Tools and guidance for Business	Direct.gov	https://www.gov.uk/browse/business
All Employment issues	Direct.gov	https://www.gov.uk/browse/employing-people
Help resolving employment issues	ACAS	http://www.acas.org.uk/
Pay & work rights issues	Pay & Work rights Helpline	08009172368
Health and safety issues	HSE Information: Health and Safety at work.	http://www.hse.gov.uk
Tax guidance	HM Customs and Revenue	http://www.hmrc.gov.uk/
Data Guidance	Information Commissioner's office	http://ico.org.uk/
Discrimination	Direct Gov discrimination	www.gov.uk/discrimination-your-rights/types-of-discrimination
Safeguarding		http://www.safenetwork.org.uk/getting-started/Pages/Why_does_safeguarding_matter.aspx

Who's who at UKTD

Job Title	Telephone No:
Operations Manager	07875 665934
Regional Manager London & East of England	07875 666786
Regional Manager West of England	07711 348237
Business Development - London, East & North, Stevenage, Hitchin, Milton Keynes	07875 665781
Business Development - London, South & West, Reading, Surrey	07875 665783
Customer Service & Advertising - All areas	01442 230130
Lead IQA	07875 666731
IQA	07875 666085
Quality & Standards Dept	01442 230130
Funding Compliance	07891 712904
Human Resources	01442 230130
Finance	01442 230130
IT Support	01442 230130
E-Learning Consultant	01442 230130
Reception	01442 230130



Apprenticeships - The way to go



Our Head Office address is:

Westside

London Road

Apsley

Hemel Hempstead

HP3 9TD

For further information, please find us on our website or contact us in the following ways:

Go to our website: www.uktd.co.uk

Alternatively you can:

Telephone: 01442 230 130

Email us at: enquiries@uktd.co.uk

Or find us on:

Facebook: UK Training & Development

Twitter: @UKTDHemel