

Employer Handbook

We celebrate differences at Dynamic Training, and request that you do the same. Our own team represent the diversity of our communities, and we are all working together to ensure accessibility and inclusion.

Please respect that anyone whose English is not their first language, who may be experiencing the menopause, who may have impairments, health needs or who maybe neuro divergent will require reasonable adjustments such as extra time to process and respond, may need to have more regular breaks, may use assistive technology and any other adjustments to ensure accessibility and inclusion.

We respect that people communicate in different ways, using different methods and encourage all to recognise this, learn and adapt.

We encourage those who wish to share their lived experience to do so, whilst also recognising that some will prefer not to and that we are all respectful of this and mindful.

Thank you

The Dynamic Team

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Introduction

About Dynamic Training

Dynamic Training specialises in apprenticeships and bespoke training, working across diverse sectors. Our reputation for high-quality, tailored training is built on the dedication of our passionate and experienced team.

As an approved provider on the Apprenticeship Provider and Assessment Register (APAR), we deliver relevant and impactful training in collaboration with industry leaders. Our innovative methods, including workshops and online platforms, engage learners and enhance their experience.

We are committed to continuous improvement, inclusivity, and accessibility, offering reasonable adjustments to support diverse needs. By celebrating differences and fostering respect, we create an environment where everyone can thrive and succeed.

Our Achievements

Our commitment to excellence is reflected in the recognition we have received:

- Our programmes were rated Good in our Ofsted inspection (September 2021), highlighting our adherence to rigorous educational standards.
- We have been awarded the Skills for Health Quality Mark, demonstrating our dedication to delivering high-quality training.
- We are a Matrix Accredited provider, underscoring the quality of our information, advice, and guidance services.
- As a Disability Confident Committed employer and provider, we actively promote inclusivity and accessibility in all that we do.



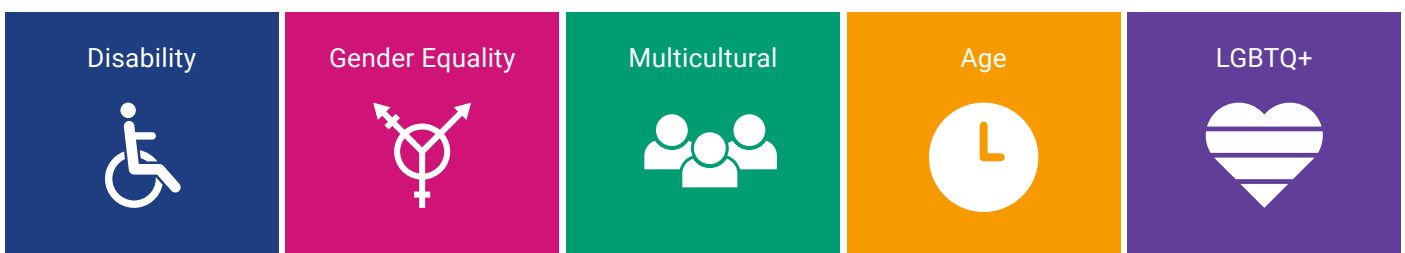
Our Mission

To deliver high-quality, inclusive education that empowers future healthcare professionals to act with integrity, accountability, and teamwork, ensuring the delivery of compassionate and effective care across a diverse and evolving healthcare landscape.

Our Values

Integrity • Transparency • Accountability • Teamwork • Sustainability • Inclusivity

Inclusive Provider



Our Customer Charter

Our Guiding Principles

- We act with uncompromising integrity and honesty, valuing customer service and professionalism highly.
- We operate without discrimination and promote diversity and inclusion.
- We are an open and transparent organisation, promoting transparency across all channels.
- We provide impartial information, advice and guidance to support progression.
- We are accountable for all that we do, it is what our customers expect and deserve.
- We foster partnership working, in order to deliver and develop our services to meet the needs of our customers.

Standards of Service

- We believe in effective and timely communication with all.
- We respond to all requests and messages within 72 hours of receipt.
- We continuously review and improve our communication, service and delivery to provide the highest standard of customer service at all times.
- We actively seek and act on feedback and suggestions from staff, partners and learners to enhance our standard of service.

Well-being and Safeguarding

- We promote a welcoming and safe environment for all to work and learn in.
- We promote British Values.
- We ensure all information is securely held and not be passed on without prior consent in line with current Data Protection legislation and good practice.
- We ensure all members of staff are trained in Safeguarding and the government Prevent strategy.

Quality Assurance

- We aim to continuously improve our services to ensure our customers receive the service they deserve.
- We ensure every individual receives quality time with their Skills & Development Coach.
- We keep up to date records of progress and communications to ensure development is on track.
- We provide qualified staff and ensure wrap around support is available to every individual.
- We respect the diversity of our students and deliver our services with integrity, impartiality and confidentiality.
- We provide quality training to ensure a high standard of service and to uphold our reputation.

What Are Apprenticeships?

An apprenticeship is a real job with training. Individuals earn while they learn, gaining valuable skills and knowledge in a specific job role. There are currently over 600 apprenticeship roles approved for delivery.

Businesses in all industry sectors in England can recruit apprentices and depending on the level of

the apprenticeship and job role, they can take between twelve months and five years to complete.

How Apprenticeships Can Benefit Your Organisation

Employing apprentices leads to lower overall training and recruitment costs and makes good business sense.

Upskilling existing staff helps develop a motivated, skilled and qualified workforce, improving service, morale and productivity. Apprentices are loyal to organisations that provide opportunity, training and progression, therefore improving staff retention rates.

Recruiting apprentices can help grow your business and help solve resourcing challenges. Mentoring and training apprentices, enables senior staff to pass on their knowledge and experience.

Apprenticeship Standards are more job specific than any other type of learning, therefore the training is more relevant to your business needs.

Who Can Be An Apprentice?

Apprenticeships are open to anyone aged 16+ who is eligible to live and work in England. There is no upper age limit for apprenticeships.

Where Does Apprenticeship Training Take Place?

Most of the on the job training for an apprenticeship is undertaken at an employer's premises, gaining job specific skills in the workplace. Off-the-job training delivered by Dynamic (your training provider) will be delivered either online as taught sessions or face to face.

Who Is Involved In An Apprenticeship?

Below is an overview of the key people who will contribute to the learner's experience.

Skills & Development Coach

The Skills & Development Coach will work closely with the learner to enhance their knowledge, skills, and behaviours. They will provide tailored coaching to help them reach your full potential and succeed in their training programme.

Functional Skills Tutor

The Functional Skills Tutor will support the apprentice in developing essential English and maths skills. These skills are crucial for both personal and professional growth.

Your Employer, Line Manager, or Supervisor

Throughout the training, the employer, line manager, or supervisor will provide valuable feedback, encouragement, and support. They will play a central role in helping the apprentice apply their learning in the workplace.

End Point Assessor

At the end of the apprenticeship, an End Point Assessor from an independent organisation chosen by the employer will evaluate the learner's competency. This assessment ensures you meet the required standards for the role.

Job Coach

For individuals in supported employment, a Job Coach will provide on-the-job training, ongoing guidance, and support. They will help the learner to develop essential workplace skills, overcome barriers, and achieve long-term employment success.

Workplace Mentor

The Workplace Mentor will offer practical guidance and feedback to help the learner apply their learning in real-world scenarios. They will also support their integration into the workplace culture and encourage their professional growth.

Internal Quality Assurer (IQA)

The Internal Quality Assurer ensures the quality of the learner's training and assessment by providing feedback to assessors and monitoring your progress.

External Quality Assurer (EQA)

To maintain high standards, the External Quality Assurer will review and validate the quality of the learner's training and assessment.

Each of these roles is designed to support the learner's development and ensure they achieve success in all aspects of their training programme. By working together, we aim to provide the learner with a positive, enriching, and empowering learning experience.

Ensuring Apprenticeships Are Accessible

There are flexibilities in place to support employers who want to ensure their apprenticeship offer is accessible to individuals who have a learning disability, difficulty and/or Autism and details of these can be found in this leaflet.

A snapshot of some of the resources available to inform employers on accessible apprenticeships are:

[NHS Employers toolkit on how to recruit and support disabled staff in the NHS.](#)

[A guide to recruit and manage individuals on accessible supported apprenticeships](#)

In addition, Dynamic has hosted webinars on behalf of the Education and Training Foundation to empower and inform employers on accessible apprenticeships. The links are below:

[Dynamic Training and Little Gate Supported Employment](#)

[Dynamic Training and Ways into Work Supported Employment](#)

Let's bust the myths: Many employers' perceptions around inclusivity in the workplace are compounded by the fact that they 'don't know what they don't know'. The four most common misconceptions can be quickly addressed:

Myth 1: Cost

It will cost my business a lot of money to onboard a person with a disability, difficulty and/or Autism.

Reality

It doesn't have to cost more to onboard a person with a disability, difficulty and/or Autism than onboarding a person without a disability.

■ Myth 2: Experience

A person with a disability, difficulty and/or Autism is not going to bring significant life experience to the business.

Reality

People with disabilities, difficulties and/or Autism are far more likely to have more life experience and can bring a different perspective to your business, your services and/or your products.

■ Myth 3: Time

A significant amount of time will need to be invested in ramping up a person with a disability, difficulty and/or Autism.

Reality

It doesn't have to cost more to onboard a person with a disability difficulty and/or Autism than onboarding a person without a disability.

■ Myth 4: Confidence

It will cost my business a lot of money to onboard a person with a disability, difficulty and/or Autism

Reality

Disability awareness training for you and your staff is available. It's a great way to help you all feel more informed and can help to address unconscious bias..

Think about how embracing inclusion will impact both the internal and external perception of your organisation and it's brand.

■ Reasonable Adjustments For Employees With Disabilities

As an employer, you will already be aware of the Equality Act 2010 and as part of that act, an organisation is required to make reasonable adjustments for people with disabilities or long-term health conditions, starting at the recruitment process through to the workplace environment.

A reasonable adjustment is a change to remove or reduce the effect of an employee's disability so they can do their job, or by providing an accessible recruitment process for a job applicant with a disability or long-term health condition.

An example of a reasonable adjustment, is enabling an employee who uses a wheelchair to work on the ground floor. Most adjustments are very low cost and straight forward to achieve.

Look around your work environment from the viewpoint of an applicant/employee with:

- A learning difficulty.
- A physical disability, i.e; visual impairment/hearing impairment an autism spectrum disorder.
- Think about the obvious barriers that might be met but could easily be adapted to make that environment more accessible.

We can't emphasise enough that communication is key. All employees, regardless of whether they have a disability, difficulty and/or Autism are unique, their personality, likes, dislikes, strengths and weaknesses are all as individual as they are.

By taking the time to have an open dialogue about what would or wouldn't be helpful to an employee in order for them to be able to do their job more effectively, will enable you to obtain a better understanding of the needs of your employee.

Bear in mind however, that not all disabilities are visible and it is only through open dialogue and an inclusive ethos that some disabilities will come to light.

To recap:

- Every employee is unique and will have different needs regardless of a disability, difficulty and/or Autism
- Create open communication
- Remove barriers that prevent employees from working effectively
- Think creatively and be open to doing things slightly differently

For more information, [click here to be redirected to the government website page for reasonable adjustments](#).

Access to Work Scheme

Did you know the government helps organisations to employ people with disabilities or long-term health conditions through their Access to Work scheme. The scheme is applied for by the employee. [Please click this link to be redirected to the Government website to find out more and how to apply](#).

Learning Support Funding

Learning support funding is available to apprenticeship providers, to ensure the apprenticeships they offer are accessible to all. For the guidance, [please click this link to be redirected to the Government website](#).

Functional Skills

Under the apprenticeship funding rules: Access to exceptions to the need to study Functional Skills to level 1 or 2

For apprentices at all levels with formally recognised special educational needs, learning difficulties or disabilities, who struggle to achieve the regular English and / or maths minimum requirement due to the nature of their difficulty or disability, the ESFA will accept achievement of entry level 3 Functional Skills in English and / or maths

The following must be satisfied:

- The apprentice has either an existing or previously issued education, health and care (EHC) plan, a statement of special educational need (SEN) or a learning difficulty assessment (LDA). Self-declaration of a learning difficulty or a disability is insufficient and
- The training provider and the employer must expect the apprentice to achieve all other aspects of the apprenticeship requirements, become occupationally competent and achieve entry level 3 Functional Skills in the adjusted subject(s) before the end of their apprenticeship, and
- The training provider must hold or have conducted an evidenced judgement demonstrating that even with support, reasonable adjustments and steppingstone qualifications, the apprentice will not be able to achieve English and / or maths to the minimum level within the timeframe projected for them to complete all the occupational elements.

The Apprenticeship Levy

The Apprenticeship levy affects UK employers in all sectors with an annual pay bill in excess of £3 million. It is estimated that less than 2% of UK businesses are subject to the levy. All businesses with a UK pay bill above £3,000,000 per annum are required to pay the levy, regardless of whether they make use of the funding available for apprenticeships.

The levy is charged at a rate of 0.5% of an employer's full UK pay bill and will be paid to the HMRC through the PAYE process alongside tax and NIC's.

Levy Paying Employers

Your organisation will have calculated whether it needs to pay the levy, and will have included it in the usual PAYE payment to HMRC.

To be able to pay for apprenticeships your organisation also needs to [register for the Digital Apprenticeship Service to manage apprenticeship funds online](#). An employer is able to pay for apprenticeship training and assessment via this account. The government will apply a 10% top-up to the funds you have deposited in your account.

If you don't have enough funds in your account to pay for apprenticeship training, you must pay 5% of any outstanding balance. The government will pay the remaining 95%, up to the funding band maximum allocated to the apprenticeship you have chosen. If you exceed the funding band maximum, you will need to pay all the additional costs.

Smaller Employers Who Don't Pay The Levy

Smaller employers, who do not pay the apprenticeship levy share the cost of training and assessing their apprentices with the government. This is called 'co-investment'. As a smaller employer, you will need to [register to create a Digital Apprenticeship Service account](#) where you can reserve funding to pay for apprenticeship training and assessment.

You will pay 5% towards the cost of apprenticeship training for each apprentice. The government will pay the rest (95%) up to the maximum funding band of the apprenticeship you have chosen. Should the cost exceed the funding band maximum, the additional cost will need to be paid by your organisation.

National Insurance Savings For Apprentices

Employers may not need to pay employer class 1 National Insurance contributions for apprentices under the age of 25 and earning below £967 a week (or £50,270 per annum).

To be eligible for national insurance relief, your apprentice must be on a government approved apprenticeship standard and you will need to provide evidence in the form of the Apprenticeship Agreement, signed by the apprentice, your company and your training provider or evidence that government funding is received for the apprenticeship.

For more information on National Insurance savings [click here to be directed to the government website](#).

Training Costs For Small Employers

If your organisation has less than 50 employees, it could be eligible for additional funding and support. Employing an apprentice who is aged 16 to 18, or an apprentice aged 19 to 24 who is a care leaver or has an EHCP (Education Health and Care Plan), may entitle your organisation to 100% government funding of the apprenticeship training and assessment costs. Eligibility requires evidence that your organisation employed an average of 49 or less employees in the 356 days prior to employing the apprentice.

Government Incentives For Employing New Apprentices To Your Organisation

Currently all employers regardless of size, will receive £1,000 for taking on an apprentice who is aged 16 to 18 years old or aged 19 - 24 with an Education, Health and Care Plan or has been in the care of their local authority. Employers will receive this payment in two instalments via Dynamic Training (your training provider) who receive the instalments from the government and then forward on. The first payment of £500 will be available after the apprentice has completed 90 days of the apprenticeship and the second instalment of £500 will be available after the apprentices has completed 365 days.

This incentive should not be confused for the Care Leaver Bursary which is a £1,000 payment (rising to £3,000 on 01 August 2023) made directly from training provider to an apprentice who is a care leaver, to help their transition into the workplace (subject to meeting eligibility criteria and having remained on programme for 60 days). For more information please click here to be [redirected to the Government website page](#).

Apprentice Eligibility

Employers can use funds in their account or access government co-investment support to train any eligible individual to undertake an apprenticeship at a higher, equal or lower level than a qualification they already hold, including a previous apprenticeship. They can do this if it allows the individual to acquire substantive new skills and the content of the training is materially different from any prior training or a previous apprenticeship.

To be eligible to be an apprentice, an individual has to meet the following criteria:

- Must be at least 16 years of age
- Must spend at least 50% of their time working in England over the duration of the apprenticeship
- Have a right to work in England Have an eligible residency status
- Must have a contract of employment with your organisation
- Must be out of full time education

Online Sources For Additional Apprenticeship Information

To create an employer account on the [digital apprenticeship service](#).

To research apprenticeships currently being advertised in your area: [Find an apprenticeship](#)

To research the full range of apprenticeships on offer in England: [Institute of Apprentices](#)

To view government [guides on apprenticeships](#).

To view government [Apprenticeship funding in England](#)

Upskilling Existing Staff Members Via Apprenticeships

Apprenticeships are not just for new employees, an organisation can offer apprenticeships to existing staff members to enable them to upskill and retrain and in doing so, boosting performance and staff retention rates.

By providing the opportunity for your staff to partake on an apprenticeship, you could help fill skill gaps in your business and boost staff morale and motivation. Our Business Development team can help you to identify the apprenticeships that map to suitable roles in your business and to take you and your staff through the on-boarding process.

■ Minimum Requirements

It is the expectation that apprentices are employed for a minimum of 30 hours per week.

An apprentice can work less hours, however, by doing so, the duration of the apprenticeship programme will be extended pro rata to ensure the apprentice has enough time to complete all aspects of their apprenticeship

■ Is There An Age Limit For Existing Staff To Be Apprentices?

There is no upper age limit for apprentices.

■ Can An Apprentice Already Have A Degree?

Yes, now it is possible for an apprentice to already have a degree, however the degree has to be in a totally unrelated area of learning to the apprenticeship, thereby ensuring the apprentice acquires significant new skills and knowledge which has to be evidenced throughout the apprenticeship.

■ Does The Apprentice Need To Be Given A New Job?

No, however the apprentice needs to be genuinely learning substantive new skills, knowledge and behaviours within their job role that meet the apprenticeship standard and which will both benefit them and your organisation.

■ Does It Change Their Contract Of Employment?

You don't need to change the terms and conditions of the contract of employment for an existing member of staff who becomes an apprentice.

Does The Apprenticeship Effect Their Salary?

No. The apprenticeship is a training programme and as such doesn't effect a staff members terms and conditions of employment.

Does The Member Of Staff Have To Live And Work In England?

An apprentice doesn't have to live in England to access funding for English apprenticeships. However, their main place of employment has to be in England and they have to spend at least 50% of their time working in England throughout the duration of their apprenticeship.

Recruiting A New Apprentice

Before recruiting an apprentice, our Business Development team will meet with you to go through the apprenticeship recruitment process, the learner journey and to discuss how we work in partnership with employers to create great learning experiences for apprentices and their employers and whether the recruitment of an apprentice is the right choice for your organisation.

Aspects To Consider:

1. Have you created a person specification and job description? You can use the details to complete the apprenticeship vacancy template that we will provide to you, for advertising the apprenticeship online on the 'recruit an apprentice' website.
2. What salary are you going to offer? Although a minimum wage for apprentices exists (dependent on age and apprenticeship duration), it is strongly advised to pay at least the National Minimum Wage or higher to ensure you get the right calibre of candidate in what is a competitive employment market.
3. Will the apprentice's role be relevant to their apprenticeship? An apprentice has to be able to gain substantive skills, knowledge and behaviours that aligns to the apprenticeship standard during their apprenticeship and therefore needs to be in an appropriate job role.
4. Will an apprentice work enough paid hours each week to undertake sufficient training to achieve their apprenticeship? The minimum duration of an apprenticeship is based on a 30 hour working week including the off-the-job training element they need to achieve. An apprentice can work less than 30 hours, however, the duration of the apprenticeship has to be extended pro rata to take account of this.
5. An apprentice will benefit from the support of a mentor. Assigning a workplace mentor/coach is a powerful tool to ensure your apprentice settles into their role quickly and thrives in the workplace.
6. A mentor/coach is separate to a line manager and is someone who provides a support system for the apprentice. They can help our apprentice resolve issues quickly when they don't feel comfortable talking to their line manager.
7. Have you considered the long term impact such as the apprentice's future career prospects and salary? To support retention of your apprentice you should implement salary reviews against performance and develop a career progression pathway to show how the apprentice can continue to develop.

When you have finalised the details and confirmed that you would like to take on an apprentice, you can choose the recruitment option that best suits your business needs. We have two recruitment options on offer.

The Employee Rights Of an Apprentice

Apprentices must be offered the same conditions as other employees working at similar grades or in similar roles. This includes:

- Paid holidays
- Sick pay
- Any other benefits provided to your workforce such as childcare vouchers
- In addition, apprentices under the age of 18 have additional rights; they must not work more than 8 hours a day or 40 hours per week, must have two rest days taken together each week and have restrictions on night working.

Help In Recruiting Your Apprentice

Dynamic Training offers two separate services to support you in recruiting an apprentice.

1. Apprenticeship vacancy advertising and promotion support
2. Apprenticeship recruitment vacancy screenings support

■ Apprenticeship Vacancy Advertising & Promotion Support

This apprenticeship vacancy advertising and promotion support is offered free to employers where Dynamic Training will be delivering the apprenticeship programme. We will:

- Advertise via the governments Find an Apprenticeship Service and via our social media platforms - linking the vacancy promotion to your website with a way for learners to apply directly to you for application review / screening Advertise the role through our channels of intermediaries e.g., schools, colleges, Job centre plus youth careers services and other providers to source learners – as appropriate to need and location
- Once you have identified your potential apprentice – complete learner eligibility and prior education checks and maths and English assessments prior to you offering the role.

We will need to advertise any role for a minimum of 2 weeks.

■ Apprenticeship Recruitment Vacancy Screening Support

This full recruitment Service which is charged at £450 per learner placed (discounted for multiple vacancies). For this fee we will:

Advertise via the governments Find an Apprenticeship Service and via our social media platforms Advertise the role through our channels of intermediaries e.g., schools, colleges, JCP, Connexions and other providers to recruit apprentices – as appropriate to need and location

Screen applicants against the job spec, including eligibility check

Check learners' maths and English ability via copies of certificates and/or assessments

Forward appropriate CV's and arrange interviews for you.

We will need to advertise any role for a minimum of 2 weeks prior to screening applicants.

Pre-Apprenticeship Documentation For Both Newly-Recruited Apprentices And Existing Staff Apprentices

In order for an apprentice to commence their apprenticeship, the following needs to be completed.

■ **Contract Of Employment: Employer/Apprentice**

The employer needs to ensure that the individual has received and signed a contract of employment for the duration of their apprenticeship prior to the commencement date. The contract duration should cover the time frame of the apprenticeship programme plus the End Point Assessment phase of the apprenticeship.

■ **Health & Safety Vetting Form: Employer/Dynamic**

Is a document emailed by Dynamic to the employer for completion. The form covers aspects of health and safety, risk assessments and insurance to ensure the workplace is a suitable environment for the apprentice to work. The form needs to be completed, signed by hand and returned via email to Dynamic who also sign the form and keep it on file.

■ **Employer Agreement: Employer/Dynamic**

Is a document emailed by Dynamic to the employer for completion. The form documents the agreement of the terms of apprenticeship delivery between the employer and Dynamic needs to be completed, signed by hand and returned via email to Dynamic who also sign the form.

■ **Apprenticeship Agreement: Apprentice/Employer/Dynamic**

Is a document emailed to the individual by Dynamic to be completed and requires both their handwritten signature and that of their employer and needs to be returned to Dynamic who also sign the form.

■ **Apprentice Application Process: Apprentice/Employer/Dynamic**

The individual will need to complete the online application process for their apprenticeship. The application needs to be approved by the employer.

■ **Skills Scan: Apprentice/Employer**

The individual is required to complete a skills scan. It is best practice for the individual to complete the skills scan with their manager and to ensure it is an honest reflection of their current skill set.

■ **Provision Of Supporting Documentation: Apprentice/Dynamic**

The individual will also be required to provide evidence of any previous academic achievements (qualification certificates) that help determine whether they are exempt from the Functional Skills requirement of an apprenticeship. Additionally, they will need to provide evidence of their right to reside in the UK (i.e. birth certificate, passport etc.)

The Learner Journey with Dynamic Training

- 1. Choose The Right Course:** Review the full programme details and ensure that it is right for the learner.
- 2. Initial Assessments:** The learner completes English and maths evaluations to determine their starting level.
- 3. Application:** This stage consists of a comprehensive application, which includes providing proof of qualifications and right-to-reside documents.
- 4. Induction:** The learner will be walked through building their portfolio, British values, their Individual Training Plan (ITP), and how to use tools like OneFile and Cognassist.
- 5. Steps To Success:** The Learner will be assessed to identify gaps in knowledge and define their learning goals. They will also be given guidance on plagiarism and referencing, and be taught vital time management and critical thinking skills.
- 6. Planning Meeting:** The learner will meet with their skills and development coach, as well as their line manager, to plan their off-the-job activities and training.
- 7. Programme Orientation Workshop:** This meeting covers safeguarding, using Microsoft Teams, and reflective practices, whilst also diving deeper into plagiarism awareness and using programme tools such as OneFile, Cognassist and Skills Builder.
- 8. Learner Safeguarding Journey:** Our safeguarding programme ensures that learners understand their responsibilities, even as an adult learner.
- 9. On-Programme Phase:** During this phase of the apprenticeship, the learner will meet regularly with their skills & development coach, complete their off-the-job training, take part in relevant workshops, complete relevant assessments and attend progress reviews.
- 10. Assessment Gateway:** The learner meets with their coach and line manager to determine if they are ready for End Point Assessment.
- 11. End Point Assessment:** The learner is assessed by a third-party assessor.
- 12. Achievement & Certification!** The learner will receive their certification within 12 weeks, and will also discuss further progression opportunities.

Off-The Job-Training

You must pay your apprentice for time spent training or studying for their apprenticeship. Apprentices working 30 hours a week or more must spend at least 6 hours of their normal working weekly hours training. For apprentices who work less than 30 hours per week, their off-the-job training is calculated at 20% of their normal working weekly hours.

The training might take place:

- At their place of work

- Somewhere else (for example, a college or training provider)
- Online

Off-the-job training is a statutory requirement for an English apprenticeship. It is training which is received by an apprentice, during an apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the apprenticeship standard. (By normal working hours we mean paid hours excluding overtime).

Off-the-job training is different to on the job training which is training received by the apprentice for the sole purpose of enabling the apprentice to perform the work for which they have been employed. (By this we mean training that does not specifically link to the knowledge, skills and behaviours set out in the apprenticeship standard).

An apprentice will need to log their off-the-job training activities in their OneFile e-portfolio.

At Dynamic, we assist employers and apprentices in identifying off-the-job training by mapping it to the curriculum we deliver as part of the apprenticeship programme.

Activities that can be included are:

- Mandatory Training such as Safeguarding, Health and Safety. Coaching and/or mentoring in the workplace.
- 1-2-1, Appraisal or Supervision meetings. Stretch and challenge projects
- Team meetings that include a new work procedure or improvements to an existing process. Shadowing another member of staff to get a better understanding of how another department works.
- Attending conferences/ reading work related publications/ blogs or information on internal websites or
- Intranet.
- External training days including Dynamic delivery.
- Time spent on an apprentice's weekly reflection and OneFile e-portfolio.
- Research and e-learning.

English/Maths/ICT Functional Skills

Your apprentice will also study for English and maths Functional Skills as part of their apprenticeship. An apprentice is exempt from this element if they already hold an equivalent qualification (per subject) as set out by the Education and Skills Funding Agency (ESFA). Your apprentice is entitled to paid study time during their normal working hours.

Functional Skills training is completed via our online learning platform – Skills Builder. The Skills & Development Coach will confirm to your apprentice at the start of the apprenticeship, the level of the Functional Skills qualifications they will need to undertake. In addition to learning on Skills Builder, when an apprentice has completed 60% progress (20% per month for the first three months), they will be offered virtual interactive taught sessions by our Functional Skills team.

If an apprentice is having difficulty, further support can be put into place. When an apprentice has completed their Functional Skills training and they are ready for their exams, Dynamic will book for them to take their exams with Pearson Edexcel.

Support Services

While we want our employers and apprentices to have a successful and enjoyable apprenticeship experience, we recognise that there are times when some employers and apprentices may need some advice and support. We are here to support you. Please raise any concerns directly with the Skills & Development Coach assigned to your apprentice, who will be more than happy to assist you.

What Are The Main Responsibilities Of An Employer?

- An employer needs to ensure an apprentice has a contract of employment that sets out an apprentice's duties, rights and responsibilities. A probation period may be included and a fixed term contract needs to cover the duration of the apprenticeship including end point assessment.
Should the apprentice work less than 30 hours per week, the duration of the apprenticeship and contract of employment need to be extended pro rata to allow for this. Dynamic can provide advice on this.
- An employer needs to ensure an apprentice is paid a rate of pay that is at least the minimum wage rate for apprentices if they are under 19 or they are over 19 and in the first year of their apprenticeship. For further information, consult government guidance.
- An employer needs to ensure an apprentice is provided with a company induction and the apprentice is aware of and has read the organisations policies and procedures.
- An employer needs to work in partnership with Dynamic to monitor the progress of apprentices and to attend all scheduled employer reviews.
- An employer needs to ensure apprentices log and track their off-the-job training.
- An employer needs to stretch and challenge apprentices by providing exposure to tasks they may not encounter ordinarily and to ensure they are learning new skills and knowledge.
- An Employer needs to take urgent action and advise Dynamic within 5 working days, should an apprentice's circumstances change and a Break In Learning or withdrawal from programme needs to be implemented. Apprenticeship funding rules state an apprentice is unable to continue on programme if progress is not recorded for 4 weeks or more.
- An employer needs to ensure that Dynamic is advised of an apprentice's change of circumstance, such as change of name, change of address, change of job role, employment status.

What Are The Main Responsibilities Of A Line Manager?

The line manager and employer may be the same person.

- A line manager should attend an 'essential' information, advice and guidance session with Dynamic before their apprentice commences.
- A line manager needs to ensure that an apprentice is given a comprehensive induction that

includes all the necessary mandatory training provided to other employees and the apprentice is given access to all current policies and procedures.

- A line manager needs to manage the apprentice as they would any other member of staff. Assigning a mentor to help support an apprentice in the workplace is best practice.
- A line manager should set an apprentice's objectives, bearing in mind the requirements for the successful completion of the apprenticeship and the building of competence, skills and knowledge in the workplace. (The skills scan is a useful document of reference).
- A line manager needs to ensure the apprentice is:
Taking continual progress.
Have the necessary time allocated in order to achieve their off-the-job training.
- A line manager needs to take an active role in the 12 weekly formal progress reviews with the apprentice and Dynamic (training provider) and agree an action plan.
- A line manager needs to stretch and challenge an apprentice which will help them in learning new skills and knowledge
- Line manager needs to take urgent action and advise Dynamic within 5 working days, should an apprentice's circumstances change and a Break In Learning or withdrawal from programme needs to be implemented.
Apprenticeship funding rules state an apprentice is unable to continue on programme if progress is not recorded for 4 weeks or more.
- A line manager needs to ensure that Dynamic is advised of a an apprentice's change of circumstance, such as change of name, change of address, change of job role, employment status.
- A line manager will provide the final approval for the apprentice to pass through gateway to end point assessment.

Safeguarding

Safeguarding is a proactive process of protecting and ensuring the safety and well-being of young and vulnerable learners. Safeguarding may involve instances in which a young or vulnerable learner is suffering or likely to suffer from harm or be at risk.

Dynamic Training is dedicated to safeguarding all learners participating in our training and education programmes, with a particular focus on those under the age of 18 and vulnerable adults over the age of 18.

Why is Safeguarding Necessary?

Work based learning providers have a common law duty of care to take such steps that the young/vulnerable adult/learner is safe at all times. This does not just mean within the workplace, but also means to be able to identify and act on problems outside of the learners' work.

It is the responsibility of the employer to ensure the employees working alongside any learner are free from convictions, are of sound character and judgement and will not pose any threat or danger to learners.

Further information on what is safeguarding and the different types of abuse or neglect can be found on our website.

If you believe you have been hurt or abused by another learner, staff member, or visitor, it is important to report this as soon as possible. You can contact one of our Designated Safeguarding Leads to share your concerns. You can do this by [filling out our safeguarding concern form](#),

emailing us at safeguarding@dynamictraining.org.uk, or calling us at 0208 607 7850. A Designated Safeguarding Lead will then reach out to provide you with the necessary support.

Our Designated Safeguarding Leads

Claire Gardner: Managing Director

Oliver Hill: Head of Apprenticeship and Commercial

Prisca Mwandia: Functional Skills Curriculum Lead

Vanessa Cole: Head of Quality

James Powell: Delivery Manager

Compliments and Complaints

We are committed to providing excellent service, but if you are dissatisfied with any aspect of our service, please allow us the opportunity to address the issue promptly. We encourage you to discuss your concerns with your Skills & Development Coach, Tutor, or a member of our management team. We will make every effort to resolve your complaint swiftly and satisfactorily.

If you feel that your complaint has not been adequately addressed and wish to escalate the matter, please refer to our complaints procedure on our website, which can be accessed at: [Dynamic Training Complaints Policy](#).

You also have the option to submit a complaint directly through the form available on [our website](#).

Positive feedback is always great to receive. If you would like to highlight the fantastic support of a Skills & Development Coach or let us know what a positive learning experience you have had with Dynamic Training, please feedback via the feedback survey you will complete after each workshop or directly via our [share your experience](#) page of [our website](#).

We hope you found this handbook helpful and would like to take this opportunity to wish you every success.

