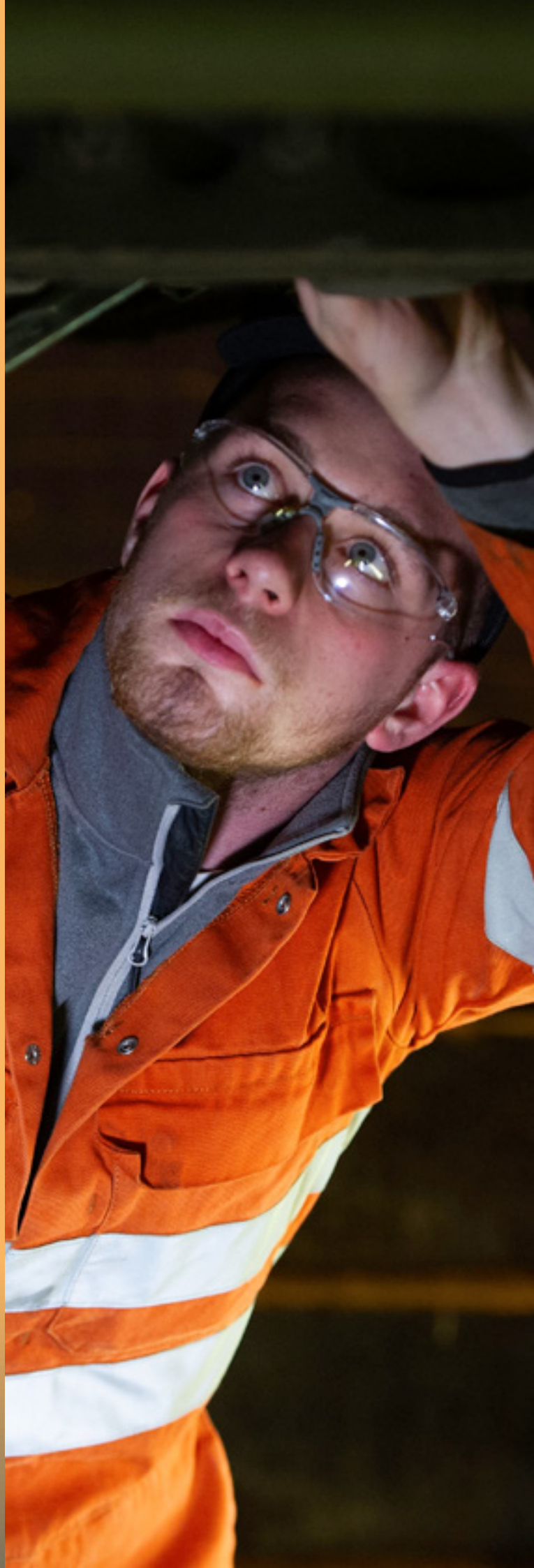




TECHNICAL AND TRADES APPRENTICESHIP EMPLOYER GUIDE 2022/23

TOTALPEOPLE.CO.UK





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WHO ARE TOTAL PEOPLE?

We are one of the largest providers of apprenticeships and work-based learning in the Northwest of England and are proud to work with a wide range of businesses and learners each year.

We belong to the LTE Group, one of the largest social enterprises in the UK which means that all our profits are re-invested to help those we work with.

Our work with businesses helps to support both creating new apprentice opportunities to attract talent and upskilling existing employees to gain new skills and progress in their careers through apprenticeships.

Our whole organisation approach means that we can support your specific recruitment and skills needs to take your business to the next level.

Our programmes are delivered by highly skilled Learning Coaches with a wealth of industry experience and knowledge in technical and trades specialisms.

We have fully equipped dedicated Total People training centres for Bus and Coach maintenance, Refrigeration and Air conditioning, and Scaffolding in Wythenshawe, Greater Manchester which offers flexible training designed to fit your business needs from day release to block training.

This flexibility means that the centre has learners attending from local, regional, and national businesses. Ask our professional teams how we can support your business to achieve its training goals.



WHAT IS AN APPRENTICESHIP?

An apprenticeship is a programme of learning that an individual takes between 12 and 48 months to complete and is a partnership between an employer, an apprenticeship provider and an individual learner.

The apprentice learns specific skills and gains knowledge as they progress through their apprenticeship culminating in a formal assessment at the end of the programme where the learner can showcase their work and demonstrate their knowledge.

The apprentice can be either a new recruit or an existing employee of an organisation and most of their learning takes place 'on-the-job' i.e., within the workplace.

An important part of apprenticeships is that learning must take place 'off-the-job' at our Total People training centre where the apprentice will complete a structured syllabus of learning supported by our teaching team, they also can mix with other apprentices and learn about the wider industry and in turn further contribute to your business.



HOW CAN APPRENTICESHIPS BENEFIT YOUR BUSINESS?

Apprenticeships can bring many benefits to your business:

- Simple and cost effective to set up – supported end-to-end by Total People
- Return on investment – your staff become more experienced and competent as they are training towards a recognised apprenticeship standard
- Increased employee engagement – employees are more motivated, loyal and have clear direction for their personal and professional development
- Employee retention – many progression routes allow staff to realise their career goals
- Business growth – attract fresh talent and grow your workforce by recruiting apprentices.

WHAT ARE THE RESPONSIBILITIES FOR AN EMPLOYER?

Your responsibility as an employer is to support your apprentice throughout their apprenticeship. You'll need to ensure you have allocated a mentor, which could be their Line Manager. The mentor would be their key support person who will motivate the apprentice, ensure they are engaged and help to drive progression.

This will ensure all learning and assessments are completed by the practical planned end date. Once the learning is completed you will support the apprentice during their gateway period through to End Point Assessment (EPA). You are required to fulfil key responsibilities below

Key responsibilities

- Be aware of and understand the knowledge, skills and behaviours within the apprenticeship standard and any mandatory qualifications
- Take part in bi-monthly progress reflections
- Ensure that apprentices can complete their planned Off the Job activities
- To give the apprentice opportunity to evidence progress and active learning monthly
- Allow the apprentice time to attend English and maths training which is additional to the Off the Job hours. A variety of delivery models are available depending on the apprentices starting point, e.g., 2 weekly blocks or weekly sessions
- Use one file to track your apprentice's progress.

Off-the-job training

Off the job training is a critical and important element within the apprenticeship.

For Engineering Apprenticeships learners must attend sessions either through day release or block release at the Total People Training Centre in Crewe. Apprentices must complete the minimum requirement for the off the job training. The requirement is to complete a minimum of 6 hours per week or the equivalent over the practical learning duration (20% of capped 30 working hours). Off the job training must deliver new skills and knowledge that are directly relevant to the apprenticeship standard and can include:

- Teaching of theory via blended delivery methods
- Practical training
- Work shadowing
- Supported learning and time spent writing assessments.

WHAT FUNDING IS AVAILABLE TO SUPPORT TAKING ON AN APPRENTICE?

There are various ways to fund an apprenticeship, the good news is Total People are the experts when it comes to supporting employers to access the best funding option for business

Levy paying business

If your business pays the apprentice levy then the cost of apprentice training is taken from this fund up to the funding band maximum for the standard that your apprentice is doing. We can advise you on this.

Non-levy

If you employ fewer than 50 employees, the government will pay 100% of the apprenticeship training costs up to the funding band maximum for apprentices aged:

- 16 to 18
- 19 to 24 with an education, health and care plan provided by their local authority, or if they have been in the care of their local authority.

Co-investment

Your organisation will pay just 5% towards the cost of training and assessing an apprentice and the government will pay the remaining 95% of the apprenticeship training costs up to the funding band maximum if you:

- employ more than 50 employees
- are recruiting learners aged 19+

Any employer who has a co-investment plan will have an agreed payment schedule with the training provider.

Levy gifting

Levy gifting funds can be accessed to cover the full apprenticeship training costs. The Total People Levy Gifting service could mean that your organisation does not need to find additional investment costs.

Incentives

16 – 18 incentive: An incentive payment of £1,000 is available to employers who hire an apprentice:

- aged 16 to 18 years old
- under 25 with an education, health, and care plan or if they have been in the care of their local authority.

Wage rates and working hours regulations

The employing organisation is responsible for paying their apprentice for their normal working hours and any training they do as part of the apprenticeship.

Apprentices of any age must be paid no less than the Apprentice National Minimum Wage rate, for the first 12 months of being on a programme. After this they must increase to the National Minimum Wage for their age

Apprentices must have a contract of employment with the employing organisation.

Please note: All Government funding and incentive eligibility criteria must be met.



STEP BY STEP ROADMAP TO RECRUIT AN APPRENTICE

Start

Every journey will be different but here's an overview of the steps that will be taken:

Step 1

Contact Total People to identify your apprentice business needs by discussion with our Business Development team.

Step 2

Confirm the apprentice eligibility and standard that will most suit your business.

Step 3

With support from the Total People Customer Service Team create an Apprenticeship Service Account for your organisation. This is an online platform created by the Education and Skills Funding Agency (ESFA) to reserve and administer funding. To create this account, you will need access to an email address and your organisation PAYE reference number.

Step 4

Total People will support you to:

- recruit your apprentice by adding your vacancy to our website and linking to the central government website
- promoting your vacancy via our social media channels
- upskill your current employees.

Step 5

Induction and onboarding your apprentice.

Step 6

Your apprentice will start on their learning journey.

Finish

WHAT TECHNICAL AND TRADES APPRENTICESHIPS ARE OFFERED BY TOTAL PEOPLE?

The following pages show details of the apprenticeship standards offered across the Technical and Trades sector.

1. Bus and Coach Engineering Technician
2. Heavy Vehicle Service and Maintenance Technician
3. Refrigeration Air Conditioning
4. Scaffolding Technician.



BUS AND COACH ENGINEERING TECHNICIAN

LEVEL 3 | 36 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

This apprenticeship will equip learners with a robust set of skills, knowledge and behaviours that will allow them to work successfully as a Bus and Coach Engineering Technician.

The programme of study will cover a range of units, from inspecting, diagnosing and recording defects to understanding the construction and operation of bus and coach systems.

This will be delivered through a mix of face-to-face learning, remote reviews, online assessments, self-study, practical skills training and one-to-one coaching facilitated at our training centre in Wythenshawe (off-the-job).

Qualifications achieved

- Level 3 Bus and Coach Engineering Technician

Who is suitable?

This programme is aimed at learners who are interested in a career within the bus and coach sector. With the growing complexity of vehicles and the need to understand and comply with rigorous Health and Safety and Legislative requirements, the Bus and Coach sector is required to train high calibre individuals.

Entry requirements

Individual employers will set the selection criteria for their apprenticeships.

However, candidates should demonstrate an interest in how the Bus and Coach industry operates and the job roles available. Candidates should also be able to communicate both orally and in writing and have skills related to mechanical principles.

Candidates who are recruited without Level 2 English and maths will need to achieve this before completing their programme.

Topics and units

This programme includes the following elements mapped out to meet the requirements of the apprenticeship standard:

- Group 1 – Soft Skills and Behaviours
- Group 2 – Health, Safety and Good Housekeeping
- Group 3 – Materials, Fabrication, Tools and Measuring Devices in the Bus and Coach Environment
- Group 4 – Effective Working Relationships with Colleagues

- Group 5 – Understanding the Construction and Operation of Bus and Coach Systems
- Group 6 – Engine Design and Systems
- Group 7 – Chassis Systems
- Group 8 – Electrical Systems
- Group 9 – Core Competencies
- Group 10 – Mock Assessments
- EPA

End Point Assessment (EPA) activities

Exams:

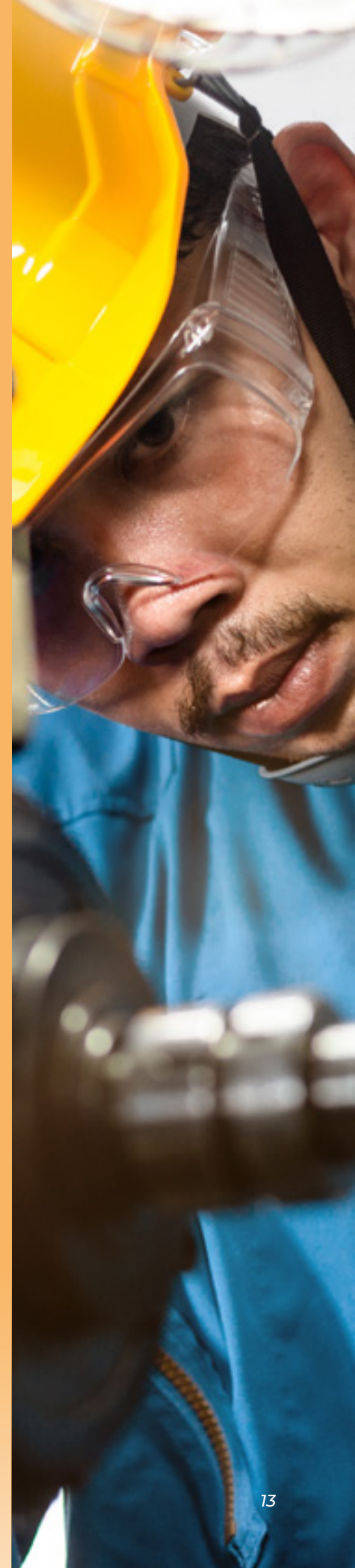
- Two-hour, paper-based written exam
- One-hour multiple choice exam on the core requirements of the standards
- One-hour multiple choice exam on the trade-specific requirements of the standards

Practical task observations

- 30-minute 'walk and talk' around all vehicle systems that will focus on general vehicle safety and basic mechanical, electrical and chassis systems inspection
- A task, which will last between 90 minutes to two hours, selected by the independent end assessor from six possible scenarios

Professional discussion and review of behaviours

The professional structured discussion between the learner and their independent end assessor and/or an engineering manager from another bus or coach operator.



HEAVY VEHICLE SERVICE AND MAINTENANCE TECHNICIAN

LEVEL 3 / 36 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

A Heavy Vehicle (HV) technician services, inspects and repairs HVs and associated trailers. They work in either a dealership of a particular manufacturer or for an independent garage, franchise or large fleet operator that deals with many different makes of vehicles.

Technicians work on all the systems found within the vehicle, from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. They must have strong problem-solving skills and a good grasp of the theoretical and practical aspects of vehicle systems.

Apprentices can expect to cover 14 different units, from Health and Safety to Diagnosing Engine System Faults. Learning will take place by block delivery, with six blocks per year across two sites – The Manchester College and Perivale.

Apprentices will be supported by an appointed learning coach who will deliver 20 progress reviews (14 face-to-face sessions and six Skype calls).

Once achieved, apprentices can progress onto Engineering Technician recognition or professional body membership, or onto a Level 4 Management qualification.

Qualifications achieved

- Level 3 Heavy Vehicle Service and Maintenance Technician

Who is suitable?

The growing complexity of today's vehicles and the pressure to deliver a high-quality customer experience requires the retail automotive sector to attract and train high calibre individuals.

Successful candidates must be able to work independently but also as part of a team, and should understand how their workshop and the dealership/garage/branch functions from a commercial perspective. They should have good customer handling skills and should be able to identify ways in which they can work more efficiently.

Entry requirements

Individual employers will set their own selection criteria for the applicants.

However, candidates should demonstrate an interest in how the Heavy Vehicle industry operates and should be able to work in an organised and methodical way to analyse and solve problems. They should be able to demonstrate mechanical skills and also be able to communicate both orally and in writing.

Apprentices who are recruited without Level 2 English and maths will need to achieve these before completing their apprenticeship.

Topics and units

- Group 1 – Soft Skills and Behaviours
- Group 2 – Health, Safety and Good Housekeeping in the Automotive environment
- Group 3 – Using hand tools and equipment in the Heavy Vehicle work environment
- Group 4 – Support for job roles within the Automotive environment
- Group 5 – Conduct routine Heavy Vehicle maintenance
- Group 6 – Remove and replace Heavy Vehicle Chassis units and components
- Group 7 – Remove and replace Heavy Vehicle Engine system units and components

- Group 8 – Remove and replace Heavy Vehicle Electrical system units and components
- Group 9 – Remove and replace Heavy Vehicle Transmission and Driveline system units and components
- Group 10 – Identify and agree motor vehicle customer service needs
- Group 11 – Diagnose and rectify Heavy Vehicle Auxiliary Electrical system faults
- Group 12 – Inspect Heavy Vehicles to comply with legal requirements
- Group 13 – Diagnose and rectify Heavy Vehicle Engine system faults
- Group 14 – Diagnose and rectify Heavy Vehicle Chassis system faults.

End Point Assessment (EPA) activities

Assessments will be in three parts:

- **EPA 1: Multiple Choice Exams**
One hour exam on the engineering requirements of the standard and one hour exam on the wider requirements of the standard
- **EPA 2: Practical Task Observations**
Five observed tasks an apprentice must complete during independent end assessment
- **EPA 3: Professional Discussion**
Discussion and review of behaviours.

REFRIGERATION AIR CONDITIONING TECHNICIAN

LEVEL 3 | 33 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

The role of a Refrigeration Air Conditioning and Heat Pump Engineering Technician includes the design, installation, routine maintenance, reactive service, commissioning and de-commissioning of refrigeration, air conditioning and heat pump systems.

This job role may be carried out in a variety of applications essential for key UK business activities such as food production, product distribution, retail storage and display, transport and climate control, manufacturing processes, data centres, medical and healthcare services, and temperature and environmental control.

Apprentices can expect to receive shadowing opportunities and will take part in specific job-related tasks in the workplace, issued by an employer or mentor (also classed as off the job). They will gain a questioning attitude to understand the processes and associated industrial applications, whilst maintaining competence and a commitment to their Continuing Professional Development (CPD).

This programme of study is delivered through a mix of e-learning, self-study, practical skills training and one-to-one coaching facilitated by Total People at the Total People training centre in Wythenshawe (off the job).

Qualifications achieved

- Level 3 Refrigeration Air Conditioning and Heat Pump Engineering Technician
- Level 2 Certificate in FGas and ODS Regulations Category 1
- English and maths Level 2 (if the learner does not already hold these)

Who is suitable?

Apprentice Refrigeration and Air Conditioning Engineers who are working in the industry and have limited or no previous knowledge or experience and wish to train for this specialist occupation.

Entry requirements

For this programme of study, learners should hold fulltime employment in the refrigeration air conditioning industry.

Candidates will ideally hold a Grade 4 or C in GCSE English and maths. Candidates without their English and maths qualifications will be required to undertake these alongside their qualification.

Other candidates may be considered dependant on interview and a BKSB assessment.

Topics and units

Throughout the qualification, learners will cover the following topics:

- Understand and carry out safe working practices in Building Services Engineering
- Understand how to communicate with others within Building Services Engineering
- Understand how to apply environmental protection measures within Building Services Engineering
- Understand how to apply scientific principles within MES
- Understand refrigeration system installation, testing and maintenance techniques
- Install, test and maintain refrigeration systems, fault finding
- Apply safe working practices in building services engineering working environment

- Understand and carry out site preparation and pipework fabrication techniques for RAC systems
- Handling fluorinated gases and ozone-depleting substances category I personnel
- Applying fundamental principles to RACHP systems
- Complex RACHP systems
- Commissioning and troubleshooting complex RACHP systems
- Work planning and organisation for RACHP systems
- Electrical power and control for RACHP systems.

End Point Assessment (EPA) activities

Assessment will include:

- EPA 1: A theoretical knowledge test using multiple choice questions
- EPA 2: An examination comprising of two practical tests including a retrofit (changing of a refrigerant in a working system) and fault finding (to identify and rectify faults)
- EPA 3: A professional interview, which is designed to further explore the apprentice's knowledge relevant to their role and to assess if the apprentice's occupational behaviours meet the requirements specified in the apprenticeship standard.

SCAFFOLDING

LEVEL 2 | 15 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

This apprenticeship will equip learners with a robust set of skills, knowledge and behaviours that will allow them to work successfully as a Scaffolder.

The programme of study will cover a range of units, from health and Safety, equipment handling, regulations and methods of assembly. This will be delivered through a mix of face-to-face learning, remote reviews, online assessments, self-study, practical skills training and one to one coaching facilitated at our training centre in Wythenshawe (off-the-job).

Qualifications achieved

- Level 2 Scaffolder

Upon successful completion of the apprenticeship the Scaffolder will be eligible to apply for a CISRS (Construction Industry Scaffolders Record Scheme) Scaffolder card.

Who is suitable?

Scaffolding offers an exciting, physically demanding and financially rewarding career path for those who wish to enter the industry. Qualifying as a Scaffolder provides opportunities to work in many different sectors including Construction, Infrastructure, Nuclear, Oil and Gas, Rail, and Events across the UK and internationally.

Topics and units

The scaffolding qualification comprises of 7 parts – Part 1 and Part 2 with an assessment week followed by EPA:

- Health & Safety, regulations and codes of practice
- Equipment – tube and fittings
- Boards and stock
- Electrical Safety
- Noise and vibration
- Working at Height
- Manual Handling
- Various types of scaffold and scaffold inspection
- Preparation for EPA will include a Truss-out Scaffolding prefabricated beams, Basic inspection report, completion Skills check for EPA.

End Point Assessment (EPA) activities

Assessment activities will include:

- A knowledge test
- Practical test of knowledge, skills and behaviours in our Manchester training facility.





QUOTES FROM OUR PARTNERS



"Total People have added real value to our business through the apprentice scheme. It's very difficult to train staff within a busy, growing business. By retraining and recruiting through apprenticeships, it allows our existing team to focus on the daily challenges faced by the business."

Chariot

"We have had employees study through Total People since 2006 and have been really pleased with the level of support provided and the comprehensive learning programme."

Skelair

NEXT STEPS



Now that you know more about what is involved in an apprenticeship, it is time to take the next steps. All that is needed to start the process is to speak to your contact at Total People or contact our Customer Service Team.

If you are taking on a new apprentice, consider what task you will want them to carry out and the type of person that will be a good fit for your business.

Looking to upskill your existing team? Make sure you have contact details for your potential learner and their Line Manager and an idea of the apprenticeship you wish them to undertake.

CONTACT DETAILS

For more information contact our Qualifications Advisors on:

-  03333 222 666
-  enquiries@totalpeople.co.uk
-  totalpeople.co.uk

or follow us on our socials:

-  [/totalpeople](https://www.facebook.com/totalpeople)
-  [@totalpeople](https://twitter.com/totalpeople)
-  [Total People](https://www.linkedin.com/company/totalpeople)

Total People is part of LTE Group.

LTE Group is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.

