

HARROGATE  
COLLEGE

# Apprenticeship Employer Handbook

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# 1. Director's Letter

**Lee Pryor**

Director of  
Apprenticeships and  
Business Development,  
**Luminate Education  
Group**



## Hello,

**Thank you for expressing an interest in Luminate Education group. I'm really pleased we can support you with your staff training and development needs.**

Harrogate College is a member of Luminate Education Group. We are one of the UK's fastest-improving and innovative education groups, and encompass Keighley College, University Centre Leeds, Leeds Sixth Form College, Leeds Conservatoire and the White Rose Academies Trust.

The group is also one of Yorkshire's largest education and apprenticeship providers with over 30,000 students and 2,000 staff members. Our members work together to provide the best opportunities and experiences for students, as well as our employers and stakeholders, so that we are aligned to local needs and are inclusive for all.

Harrogate College's Business Development team consists of dedicated and proactive individuals, who will partner with you to pinpoint your training and development objectives. Our philosophy is straightforward: we get to grips with the heart of your organisation to identify your key business requirements. This allows us to create a bespoke training package that meets your objectives.

We're here to offer solutions to any business and employee challenges you may face and, to ensure we provide the best service, we regularly evaluate training and measure its impact against your organisation. We also seek funding on your behalf to minimise overheads, allowing you to focus on cultivating your employees.

The investment we have put into Harrogate College means students and apprentices learn in excellent environments containing industry-standard equipment. To arrange a tour and see our facilities first-hand, please contact the Business Development team.

## Our Service to Employers

Our service will provide you with:

- > A dedicated account manager who will support and advise you
- > A complete training programme for all your business requirements
- > A collaborative partnership offering high-quality training and ongoing support
- > A flexible approach to the needs of your employees and organisation
- > Advertising for job vacancies and help with recruitment/selection at no extra cost

**Lee Pryor** | Director of Apprenticeships  
and Business Development  
Luminate Education Group

## Thank you for choosing... Harrogate College as your provider of choice

This handbook will provide you with information and guidance concerning our shared responsibilities while employing an apprentice. Apprenticeships are work-based training, European Social Fund (ESF) match-funded programmes and they significantly contribute to your business and the region's economy.





## 2. Our Missions and Values

### Our Mission

“To provide life-changing opportunities through high quality education, by working with our community.”

### Our Values

#### Progressive

Harrogate College works to prepare people and places for the future.

#### Inclusive

Harrogate college welcomes everyone.

#### Nurturing

Harrogate College encourages all to reach their potential in a safe and caring environment.

### Behaviours - Activating our values

#### Respectful

Of time, responsibilities and opinions.

#### Honest

In our intentions, actions and visibility.

#### Kind

To colleagues, peers, the community and the environment.

#### Responsive

With feedback, with actions and with ongoing communication.

#### Collaborative

With our teams, across other teams in the college and beyond.

#### Organised

In all aspects of college life: we prepare for situations and adapt to make the best of them.



## 3. Introduction to Apprenticeships

**An apprenticeship is a way for young people and adult learners to earn while learning and gaining qualifications. Employing apprentices helps businesses grow their talent by developing a motivated, skilled and qualified workforce.**

Our varied apprenticeship offering covers most industries, so we are likely to have an apprenticeship available that works for your business.

From intermediate to degree level, we hope to develop a skilled workforce for the entire region and you as an employer.

Depending on the sector and the job role, an apprenticeship can take between one and four years to complete.

# Levels of Apprenticeships

## Intermediate Apprenticeships

### Level 2

Intermediate apprenticeships are allocated to junior roles within a company. These apprenticeships teach basic skills and the knowledge required to progress within a chosen career path to new candidates to the industry.

## Advanced Apprenticeships

### Level 3

Advanced apprenticeships build on the skills and knowledge acquired from an intermediate apprenticeship. These apprenticeships begin to specialise the candidate's knowledge of the industry. They are suitable for people who have previously completed an apprenticeship or have been within their job role for some time.

Examples of job roles include software developers, chef de parties and electrical engineers.

## Higher Apprenticeships

### Level 4 and above

Higher apprenticeships are for those looking for senior roles within a company, who want to develop their skills further to progress. These apprenticeships are equivalent to completing a foundation degree or HND.

Examples of job roles include apprentice teachers, lab technicians and project managers.

## Degree Apprenticeships

### Level 5 to Level 7

Degree or master's degree apprenticeships are for those who want to be specialists within their field and hold a senior position within a company (such as senior management or a technical specialist). These apprenticeships usually involve the undertaking of an under/postgraduate qualification.

Examples of job roles include managing directors, laboratory scientists or HE lecturers.





## Apprenticeships Standards

Each occupation will now have its Apprenticeship Standard linked to a specific occupational level. The new Trailblazer apprenticeships defined by these new standards are rigorous, challenging, and require the apprentice to complete on-programme training and learning to develop their knowledge, skills and behaviours. The programme is for a minimum of one year and leads to an End-Point Assessment.

Individual standards can be underpinned by National Occupational Standards (NOS). This decision is made as the Standard is developed by the Trailblazer group.

**For more information about apprenticeship standards visit: [instituteofapprenticeships.org/apprenticeship-standards](https://instituteofapprenticeships.org/apprenticeship-standards)**

The programme must clearly set out progression milestones, which may incorporate an assessment. Ofsted will be responsible for quality assuring on-programme delivery.

Towards the end of the apprenticeship, employers, providers and apprentices will 'sign off' the apprentice as ready for the end-point assessment – this sign off is the 'Gateway'. This indicates that both the employer, provider and apprentice believe the apprentice's knowledge, skills and behaviours meet the levels required to attain an apprenticeship.

Several approaches are used for the Gateway, including qualifications, interviews and a portfolio of work. The assessment plan will specify the approach for that standard.

An End-Point Assessment replaces the existing model of continuous assessment, resulting in qualifications. It's one of the most significant changes to apprenticeships. The assessment organisation and the assessor must be independent of and separate from the provider and employer's training.

## Who Wrote the Apprenticeship Standards?

The Apprenticeship Standards are written by the industry, for the industry, and are in line with the Apprenticeship Reform programme.

Trailblazer groups, made up of employers and sector organisations, have developed the Standards. They understand their industries' skills and needs, and are best placed to write the occupational profiles needed to address gaps.

By boosting the skills of the workforce, apprenticeships can help to improve economic growth and productivity. The Apprenticeship Standards are designed to support and guide the apprentice through their work-based learning journey and vary dependent on the industry sector.

Apprentices will benefit from constructive appraisals, the development of practical skills and knowledge and relevant competency-based qualifications. These are all complemented by off-the-job training designed to widen their industry experience.

The final stage of an apprenticeship is the End-Point Assessment (EPA).

To complete and be awarded their apprenticeship certificate, which proves they have achieved occupational competence in their role, the apprentice must undertake a series of assessments.

## The Gateway

The Gateway is the door between the apprenticeship's two core stages – the on-programme development stage and the EPA stage.

The apprentice is Gateway-ready once the employer, in conjunction with the apprenticeship training provider, agrees they have reached the level of competence in their job role - as set out in the Standard - and are ready and able to prove it.

## When is the Apprentice Ready for the End-Point Assessment (EPA)?

The EPA assesses the skills, knowledge and behaviours in a holistic way and judges whether the apprentice is fully competent and can perform the role effectively.

Once an apprentice can demonstrate they meet the Apprenticeships Assessment Plan criteria, they are ready for EPA. Criteria include maths, English, and on-programme mandatory qualifications, or competency-based training and evidence of work-based skills and knowledge.

## Independent End-Point Assessors (IEPA)

The EPA is carried out by independent, impartial, industry-specific/experienced and qualified assessors who have not been involved in the apprentice's training. The IEPA will carry out assessments in line with the Standard and guidance from the EPAO.

The EPA generally consists of two or more assessment methods that are graded. The assessment methods vary for each Standard but can include:

- > Multiple-choice knowledge tests
- > Professional discussion or interviews
- > Observations of practical tasks
- > Practical demonstrations
- > Projects
- > Presentations

Apprentices cannot achieve their apprenticeship certificate until they have achieved all elements of the EPA.



## Recognition of Prior Learning (RPL) and Accredited Prior Learning (APL)

If the apprentice has already completed work or study elements in the past, the assessor may be able to use this as evidence. Your assessor will carry out a skills gap analysis with the apprentice to identify what can be recognised. Certificates will be required to be accredited for prior learning.

## 20% Off-The-Job Training

All apprentices must have 20% of their contracted hours allocated for off-the-job training. For example, learning undertaken outside of the normal day-to-day working environment and that leads towards achievement in the apprenticeship must occur during the apprentice's paid working hours. It can be delivered either in the workplace or at college, depending on the subject studied.

Your Business Engagement Adviser will agree this with you before the programme begins.

**If you would like some good examples of how to implement off-the-job training in your company, use the following link: [gov.uk/government/publications/apprenticeships-off-the-job-training](https://www.gov.uk/government/publications/apprenticeships-off-the-job-training)**

## Allocating a Mentor

The allocation of a mentor for your new apprentice is essential to ensure the apprentice has adequate support within the workplace to develop their skills and knowledge, as required.

A mentor may be the same person as the apprentice's line manager; however, it is not always the case. A mentor should be someone within your company who can provide trusted support and aid in career development.

### Some examples of potential mentors are:

- > Direct line managers
- > Senior managers
- > Colleagues (buddy/peer system)
- > Union learning representative

**You should identify the mentor for your apprentice before their enrolment.  
Your allocated Business Engagement Adviser will guide you through this process.**

## English and Maths Development

As part of the apprenticeship programme, we will be working with you to develop your apprentice's English and maths skills. If your apprentice is exempt from English and maths, they will not be required to complete this element - although we will continue to develop their skills in these areas. Some learners who have a Level 1 Functional Skill or GCSE Grade D/E in English/maths, will need to start working towards English and/or maths at Level 2. This will require the time and flexibility to complete this work and can involve attending additional classes or coming into college to take exams.

## Additional Support for Apprentices

Harrogate College is committed to creating opportunities to learn, providing learning support, and creating better access for apprentices with learning difficulties and disabilities.

If further support is required for an apprentice's working day, disability or needs, the college will inform the employer.

If additional support is needed for a medical condition, social need, or specific barrier to learning, Harrogate College will ensure the apprentice's needs are met through additional provision of resources, time, etc.

**Further details on this can be discussed at your assessor's first visit.**



## 4. Your Responsibility as an Employer

### Apprenticeship Employment Contracts

The college's paperwork will be completed at the apprentice's enrolment. However, the employer will need to provide the apprentice with their own contract of employment.

**For more information on apprenticeship contracts, visit: [gov.uk/apprenticeships-guide](https://www.gov.uk/apprenticeships-guide)**

Employers are not obliged to provide company sick pay; however, if there is a company sick pay scheme, it is advisable to give details in the contract about the apprentice's entitlement. If an apprentice is aged 16 or over, has from 4 days to 28 weeks sick leave in one period, and pays NI contributions, they may be entitled to Statutory Sick Pay (SSP).

The apprenticeship contract should also indicate if the apprentice will be employed for:

- > The period of apprenticeship training without a guarantee of employment
- > The period of apprenticeship training with a guaranteed employment contract to follow



## National Minimum Wage

Although the government has set a National Minimum Wage (NMW) that the employer is responsible for paying, we encourage employers to pay a salary that is fair, reflects the level of work and study being undertaken, and will attract the best candidates to apply for your vacancy.

Apprentices are paid from the first day of their apprenticeship and are entitled to the NMW rate. They will be paid for:

- > Normal working hours (usually a minimum of 30 hours per week)
- > Training that is part of the apprenticeship (for example, one day a week in college)

Until the enrolment process is completed, your employee is not considered an apprentice and will need to be paid NMW for their age.

If an apprenticeship has a duration of 12 months or greater, and the apprentice is 19 or more years of age, after 12 months the apprentice is entitled to the NMW rate that applies to their age.

This will not apply if extensions were given due to a learning break (where the funding claim is suspended) or if the failure to complete is the fault of the apprentice.

**For further information on minimum wage rates, refer to: [gov.uk](https://www.gov.uk)**

## Working Time Regulations

As the employer, it is your responsibility to comply with the working time regulations and ensure that apprentices are given the correct rest breaks. The current law in the UK is set out below.

Apprentices aged 16-18 years must:

- > Take at least a 30-minute break if the working day is longer than four and a half hours
- > Work no more than eight hours a day and 40 hours a week
- > Have 12 hours consecutive rest between each working day
- > Have two days off per week
- > Receive an annual leave entitlement of 5.6 weeks (28 days), including bank holidays

When an apprentice requests annual leave, before granting it please check with the college that it does not coincide with any critical elements of their learning, such as an exam.

## Apprentices Ages 19 and Over Must

- > Take a 20-minute break if working more than six hours
- > Work a maximum 48-hour average week over a 17 week period
- > Work no more than six out of every seven days
- > Receive an annual leave entitlement of 5.6 weeks (28 days), including bank holidays

Employers are obligated to ensure that an apprentice works under the supervision of qualified and experienced staff with relevant skills and a commitment to their training.

Your apprentice will normally work and study for at least 30 hours a week. If your apprentice is working for less than 30 hours, you will need to log the reason(s) why circumstances have led to this reduction and evidence the reduced working hours - both of which you and your apprentice must sign and agree.

## Probationary Period

We would recommend that you impose a contractual probationary period of three months to determine the apprentice's suitability for the role.

## Terminating an Apprenticeship Early

An apprenticeship may be terminated early in the event of the following:

- > Severe or persistent breach of behaviour expectations
- > Serious incident
- > Your business closes or fundamentally changes in nature thereby making it impossible to train the apprentice in the skills laid out in the contract
- > At your discretion, at the end of the probationary period

If you experience any problems with your apprentice in the workplace and would appreciate our intervention or support, please contact your assessor or Business Engagement Adviser.

Although every organisation has its disciplinary process, it can be beneficial to request that a college representative attends your apprentice disciplinary hearing to present a joint approach to getting the apprentice back on track. An apprentice going through a company disciplinary is deemed 'at-risk' and should be monitored accordingly.

When our own informal process does not bring about suitable improvements in behaviour, or where we have more serious behavioural issues in college, a formal process of review and disciplinary will occur, which is independent of that of the employer. Where appropriate, Harrogate College will invite employers to college hearings.

## Statutory Rights

Like all employees, apprentices are entitled to statutory rights such as maternity, paternity, and adoption leave, together with other rights such as flexible working.

The law will govern these rights, and it will be the employer's duty to manage these rights and ensure apprentices have access to their statutory rights, which may vary from time to time.

**For further guidance on how to qualify for statutory rights such as maternity or paternity leave, refer to: [gov.uk](https://www.gov.uk)**

## PAYE

You will need this ID in order to register for the Digital Apprenticeship Service.

As an employer, you usually have to operate PAYE as part of your payroll. PAYE is HM Revenue and Customs' (HMRC) system to collect Income Tax and National Insurance from employment.

You do not need to register for PAYE if none of your employees are paid £120 or more a week, get expenses and benefits, have another job or get a pension. However, you must keep payroll records.

**For more information, please visit: [gov.uk/pay-for-employers](https://www.gov.uk/pay-for-employers)**



## 5. Funding and Contracts

### Levy Payers

The apprenticeship levy is a mandatory government tax that is payable by all UK employers with a pay bill over £3 million. The levy, which will be equal to 0.5% of the employer's total wage bill with an allowance of £15,000, is collected through monthly HMRC deductions and is credited to the employer's Digital Apprenticeship Service Account. Each employer will also receive a £15,000 allowance alongside a further 10% contribution by the Government.

### Non-Levy Payers – Co-Investment

- > If your wage bill is less than £3million, you will not pay the levy and the government will continue to fund at least 95% of the cost of apprenticeship training
- > If you have less than 50 employees and are recruiting an apprentice aged 16-18yrs, then you'll be eligible for 100% funding
- > If your apprentice is 19yr+, then you'd have to pay a 5% contribution unless they have previously been in care or EHCP
- > If you have more than 50 employees, then you will pay a 5% contribution regardless of the age or circumstance of your apprentice

Harrogate College can work with you to develop a payment plan to spread any cost over the length of the apprenticeship.

## The Apprenticeship Service (TAS)



Create an apprenticeship service account



Reserve your apprenticeship funds



Claim any government incentive payments

## Employer Incentives

There may be apprenticeship incentives available to you when you employ an apprentice. However, the eligibility can vary depending on several factors such as employer location, size and previous apprentices employed. Please check with your Business Engagement Adviser for the latest employer incentives.

### These relate to:

- > Small businesses with less than 50 employees
- > Employers taking on 16-18-year-old apprentices
- > Employers recruiting an apprentice between certain key dates



# Contracts

## Contract of Services – between the employer and college

Harrogate College will ask all apprenticeship employers to complete a Contract of Services that will detail the employer and college's responsibilities concerning the apprenticeship, details of learning, modules, delivery methods, and the payment schedule (where relevant).

This contract must be completed and agreed before the apprenticeship can commence. Your allocated Business Engagement Adviser will help you to get this setup.

## Commitment Statement – all parties

An apprenticeship commitment statement contains in-depth details about the programme length and content. It also ensures the commitment of all parties to the apprenticeship programme and confirms the apprentice's eligibility. The commitment statement also contains a full rundown of the programme, including content and delivery.

The commitment statement must include:

- > The planned content and schedule for training
- > What is expected and offered by the employer, the training organisation and the apprentice
- > How to resolve queries or complaints

## Employer Agreement - between the employer and apprentice

**Our apprenticeship agreement must:**

- > State that the apprentice undertakes work for the employer
- > State that it is governed by the law of England and Wales
- > Be in the prescribed form (see below); and
- > State that it is entered into in connection with a qualifying apprenticeship standard





## 6. How We Support You and Your Apprentice

Harrogate College has a wealth of experience within its Apprenticeship & Quality teams. We can support you and your apprentice every step of the way through your apprenticeship journey together.

### Recruiting an Apprentice

If you're looking to recruit additional apprentices, our recruitment team can assist you through the process. A Business Engagement Adviser can visit you to discuss your requirements, give advice on standards available and help you draft a detailed job description. Our team will then advertise your vacancy first to our approved talent pool and then, if required, to a wider audience through our website and the National Apprenticeship Service (Find an Apprenticeship).

Based on your specifications, our team will assess applicants to identify suitable candidates for you to interview. Once successful, we will induct your apprentice and enrol them officially to ensure funding is received.

**Alternatively, contact the Apprenticeship Team on:**  
[apprenticeships@harrogate.ac.uk](mailto:apprenticeships@harrogate.ac.uk)

## Assessor Visits

Each apprentice is assigned an assessor who will visit them in the workplace roughly every four weeks (depending on the programme/the apprentice's needs). The assessor will discuss with the employer and the apprentice how the programme will be delivered, the skills and knowledge to be developed, and any specific training to help achieve the workplace's required competencies.

**Until this visit has taken place and the enrolment process has been completed, they will not be considered an apprentice and the National Minimum Wage will need to be paid. At this first visit, the assessor will request a copy of your company employment contract for the apprentice's portfolio.**

### The assessor will:

- > Arrange the 20% off-the-job training to support the planned learning that is to be completed in the workplace
- > Monitor the apprentice's progress and provide additional help and support where appropriate
- > Introduce you to the apprentices E-portfolio system
- > Assess the apprentice's skills, knowledge and behaviours in the workplace
- > Provide ongoing support and training to the apprentice and the employer in all aspects of the above
- > Assessor will work with the employer and the apprentice to complete progress reviews and set future apprentice objectives

## Electronic Portfolio

All apprentices use E-Portfolio which allows them to access their resources, complete assessments, and obtain support and feedback. Learners can upload photos, videos, or audio recordings as evidence, map it to the apprenticeship criteria and build their portfolio of evidence ready for their end-point assessment.

Apprenticeships are built around workplace training – so E-Portfolio is too. With E-Portfolio, you and your apprentice can manage every aspect of on-the-job training on any device.

If you, or your Apprentice, experience any issues that may affect progression or success and would appreciate intervention or support, please ask your assessor.

**Alternatively, contact the Apprenticeship Team on:  
[apprenticeships@harrogate.ac.uk](mailto:apprenticeships@harrogate.ac.uk)**

## Quality Assurance

The College has a rigorous internal quality process, ensuring that qualifications are delivered to a high standard throughout the apprenticeship programme. The Quality and Performance team monitors attendance, progress, and success data to continually improve our apprenticeships. To help maintain this standard, you may be contacted by Harrogate College/other funding bodies (e.g. Ofsted) to observe your apprentice and our assessors in the workplace.

## Compliments

We are always happy to receive positive feedback via email to either the Apprenticeship Team or the college's Quality Directorate:

[apprenticeships@harrogate.ac.uk](mailto:apprenticeships@harrogate.ac.uk)

## Employer Feedback

The college values feedback from employers and apprentices as this helps us identify what works and what areas we can improve on. Periodically throughout the apprenticeship, we will ask you to participate in employer surveys and focus groups.

## Complaints Procedure

Harrogate College has a staged complaints procedure through which it aims to resolve concerns as quickly as possible. All concerns or complaints will be handled by college staff in an open, professional and courteous manner.

## Procedure for Employers

If an employer has any concerns/complaints with the service provided by the college, they should raise their concerns (no later than six months after the occurrence) directly with either:

- > The relevant head of faculty
- > The Director of Apprenticeships

**For further information and guidance on the complaints procedure, please see the college's 'Complaints Procedure' document, or email: [apprenticeships@harrogate.ac.uk](mailto:apprenticeships@harrogate.ac.uk)**



## 7. Safeguarding Our Apprentices

Young people have a fundamental right to be protected from harm. The protection of young people is a shared community responsibility, and Harrogate College is committed to providing a safe learning environment.

Harrogate College has a responsibility to inform you of the following principles of safeguarding:

**Apprentices are required to:**

- > Work in a safe way and adhere to their workplace's Health & Safety policies
- > Maintain responsibility for themselves and others they come into contact with, including vulnerable adults, children, and young persons
- > Demonstrate awareness of safeguarding in their working practice

### Who Do We Class as a Young Person?

Harrogate College classifies anyone under 19 years of age as a young person.

## Who is a Vulnerable Adult?

**A vulnerable adult is a person aged 18 years or over who may require community care services because of disability, age and/or illness, and who is, or may be, unable to take care of or protect themselves against significant harm or exploitation.**

Vulnerable adults can include people with mental health conditions, neurodiversity, sensory and learning disabilities, physical disabilities or mobility impairments, chronic illness, misuse of drugs or alcohol, people who are experiencing or escaping domestic abuse, and people for whom English is not their primary language.

This term also includes people who are homeless or at risk of homelessness, people whose gender is different to that assigned at birth, or people in contact with probation services.



## What is Abuse?

- > Abuse can be physical, sexual, financial, emotional or psychological, neglect, discriminatory or institutional
- > Abuse can occur with a single act or over time
- > Abuse can be intentional or unintentional, but results in harm to another person or persons
- > Abuse can include bullying through texts and online
- > Abuse can constitute a crime

Employees placed immediately in charge of young or vulnerable people should be competent in their work role, mature in their attitudes, and be at ease in their approach towards the student. We ask that workplace supervisors remain vigilant and be ready to step in if they notice any intimidating, harassing, discriminatory or harmful behaviour.



## Disclosure

Harrogate College takes all of our learners' wellbeing and safety very seriously, and asks that any concerns are raised with our Stay Safe team as a matter of urgency. There is a "Report It" button on the Student Intranet for any learner wanting to speak to our qualified support team; details of this can be found within their Apprenticeship Handbook.

**However, if you, as their employer, have any concerns, please email our Stay Safe Team on the details below: [safeguarding@harrogatecollege.ac.uk](mailto:safeguarding@harrogatecollege.ac.uk)**

Examples of issues that would come under safeguarding are listed below. Further information on these issues can be found on the NSPCC website.

- > Physical abuse
- > Emotional abuse
- > Sexual abuse
- > Neglect
- > Bullying - including online/cyberbullying
- > Children missing education
- > Child sexual exploitation
- > Domestic violence
- > Drugs
- > Faith abuse
- > Female Genital Mutilation (FGM)
- > Forced marriage
- > Gangs and youth violence
- > Mental health
- > Preventing radicalisation
- > Relationship abuse
- > Sexting
- > Trafficking



## 8. Mental Health and Wellbeing

### Stress and anxiety

It has been found that 40% of people experience ongoing stress or anxiety in their daily lives.\* Work anxiety refers to stress caused by work that leads to anxiety, or the impact of an anxiety disorder at work.

Signs of work anxiety include excessive worrying, sleep problems, fatigue and having trouble concentrating. Work anxiety can lead to reduced performance, job satisfaction and opportunities, as well as affecting relationships at work and home.

#### Ways to cope with work anxiety include:

- > Taking time for yourself away from work
- > Finding things that make you laugh and smile
- > Taking lunch breaks with other people
- > Going for a walk during work breaks
- > Reflecting on the good things in your job and your life

\*Anxiety and Depression Association of America, Workplace Stress and Anxiety Disorder Survey (2006)

## Mental Health and Wellbeing Support from Harrogate College

Harrogate College takes the mental health and wellbeing of apprentices very seriously and has a dedicated team of Mental Health Officers and Counsellors to support them through challenging times.

We offer short-term counselling and mental health support as well as a wellbeing drop-in service three times a week.

**If you are concerned about the mental health and wellbeing of an apprentice or would like more information about the services we provide, please contact the Wellbeing team on [wellbeing@Harrogate-college.ac.uk](mailto:wellbeing@Harrogate-college.ac.uk)**

## External Support and Self Help

There are many websites offering information and support around mental health, as well as a range of self-help materials. In addition, many apps there are available to support people with anxiety, stress and other mental health concerns. A selection of these are listed below:

### Useful websites:

- > [nhs.uk/every-mind-matters/mental-wellbeing-tips](https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips)
- > [getselfhelp.co.uk](https://getselfhelp.co.uk)
- > [web.nrw.nhs.uk/selfhelp/](https://web.nrw.nhs.uk/selfhelp/)



## Apps to Support your Mental Health and Wellbeing



**My Possible Self** provides interactive CBT-based techniques to help manage anxiety, stress, depression and sleep.



**Worry Tree** uses CBT-based techniques to help you notice, challenge and manage your worries.



**Stress and Anxiety Companion** helps you handle stress and anxiety on the go, using breathing exercises, relaxing music and games designed to calm the mind.



**Clear Fear** uses CBT to focus on learning to reduce the physical responses to threat by learning to breathe, relax and be mindful as well as changing thoughts and behaviours and releasing emotions.



**Insight Timer** contains 90,000 free guided and non-guided meditations.

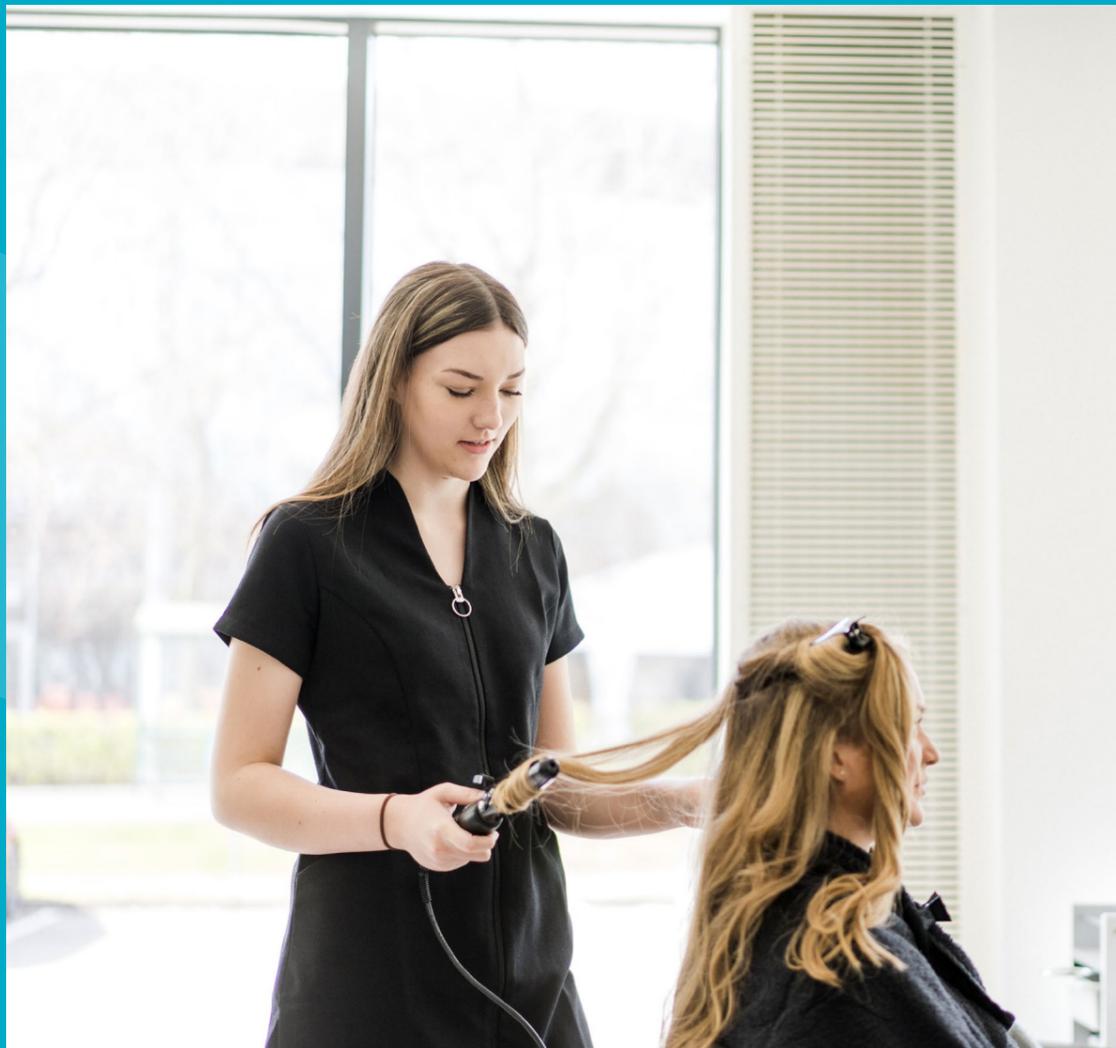
Remploy provides support for apprentices experiencing mental health difficulties at work funded by the Department for Work and Pensions.

**You can find more information about this by following this link: [remploy.co.uk/employers/mental-health-and-wellbeing/access-work-mental-health-support-service-apprentices](https://remploy.co.uk/employers/mental-health-and-wellbeing/access-work-mental-health-support-service-apprentices)**

Able Futures delivers the Access to Work Mental Health Support Service to help apprenticeship providers in England, Scotland and Wales to support their apprentices.

**More information can be found at: [able-futures.co.uk/](https://able-futures.co.uk/)**

**Further information about supporting mental health in the workplace can be found at: [acas.org.uk/supporting-mental-health-workplace](https://acas.org.uk/supporting-mental-health-workplace)**



## 9. Prevent and British Values

# The Prevent agenda:

## What is the Prevent Duty?

Part of the college's safeguarding duty also includes protecting vulnerable individuals from the risk of radicalisation and extremism.

**This is called the 'Prevent Duty'.**

Prevent is a government initiative within Section 26 of the Counter-Terrorism and Security Act 2015 and places a duty on certain bodies, listed in Schedule 3 to the Act, to have 'due regard to the need to prevent people from being drawn into terrorism'.

## So How Does it Work?

As its name suggests, Prevent is there to cut terrorism off at the source and stop people from being drawn into extremist groups and actions. The initiative:

- > Responds to the challenge and threat of people promoting extremist views within social media and their communities
- > Provides practical help and support to those who may deal with people drawn into extremist groups within a wide range of sectors, including education, health care, criminal justice, and faith communities
- > Offers rehabilitation to those who these radical groups have indoctrinated to help challenge their newfound beliefs

Prevent sits within Safeguarding in college, and its policy and procedures are well established. The college's Stay Safe Team works with students who are isolated, easily influenced and/or at risk of exploitation. Concerns raised under Prevent are presented at our strategic Safeguarding Group and if appropriate, students are referred for additional support.

## What is Radicalisation?

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, participate in terrorist groups.

## What is Extremism?

The Government has defined extremism in the Prevent Duty as: '**vocal or active opposition to fundamental British Values**' and often results in criminal behaviour or activity. This also includes calls for the death of members of the British armed forces.

## What are British Values?

**British values are defined as:**

- > Democracy
- > The rule of law
- > Individual liberty
- > Mutual respect & tolerance for those with different faiths and beliefs

Institutions are expected to promote these values within all of their course offerings and to ensure companies they work with are doing the same. Discussion of these values will be embedded throughout the apprentice's qualification and involve your input at Progress Reviews.



**Harrogate College values and recognises social and cultural diversity. We are committed to providing an educational experience that will enrich lives, develop confidence and help our students take a productive place in society.**

At Harrogate College, we are proud of our diverse community. We strive to be an inclusive organisation where individual differences are accepted and valued, and where everyone has the opportunity to reach their full potential. We are committed to creating a safe learning and working environment that fosters a culture of respect and openness, and actively challenges discrimination in all its forms.

As an employer, you have a legal duty to comply with the relevant provisions of the Equality Act 2010. We also expect you to demonstrate a clear organisational commitment to equality and diversity, and provide our apprentices with a safe and supportive working environment free from discrimination, bullying and harassment.

## 10. Equality and Diversity

## What is a Safe and Supportive Environment?

A safe and supportive working environment is one where apprentices can undertake their work without witnessing or experiencing the types of behaviours listed below (please note that this list is not exhaustive and only identifies some of the most common examples):

- > Physical assault and abuse
- > Unwelcome physical contact
- > Bullying or harassment
- > Cyberbullying
- > Verbal abuse
- > Non-verbal abuse, including whistling and offensive signs and gestures
- > Discriminatory language, including name-calling, insults and inappropriate jokes or banter
- > Insulting or threatening comments
- > Incitement of others to behave in an offensive or oppressive manner
- > Provocative behaviour such as wearing racist badges or insignia
- > Attempts to recruit to racist organisations or groups
- > Displaying or distributing offensive or discriminatory literature and materials

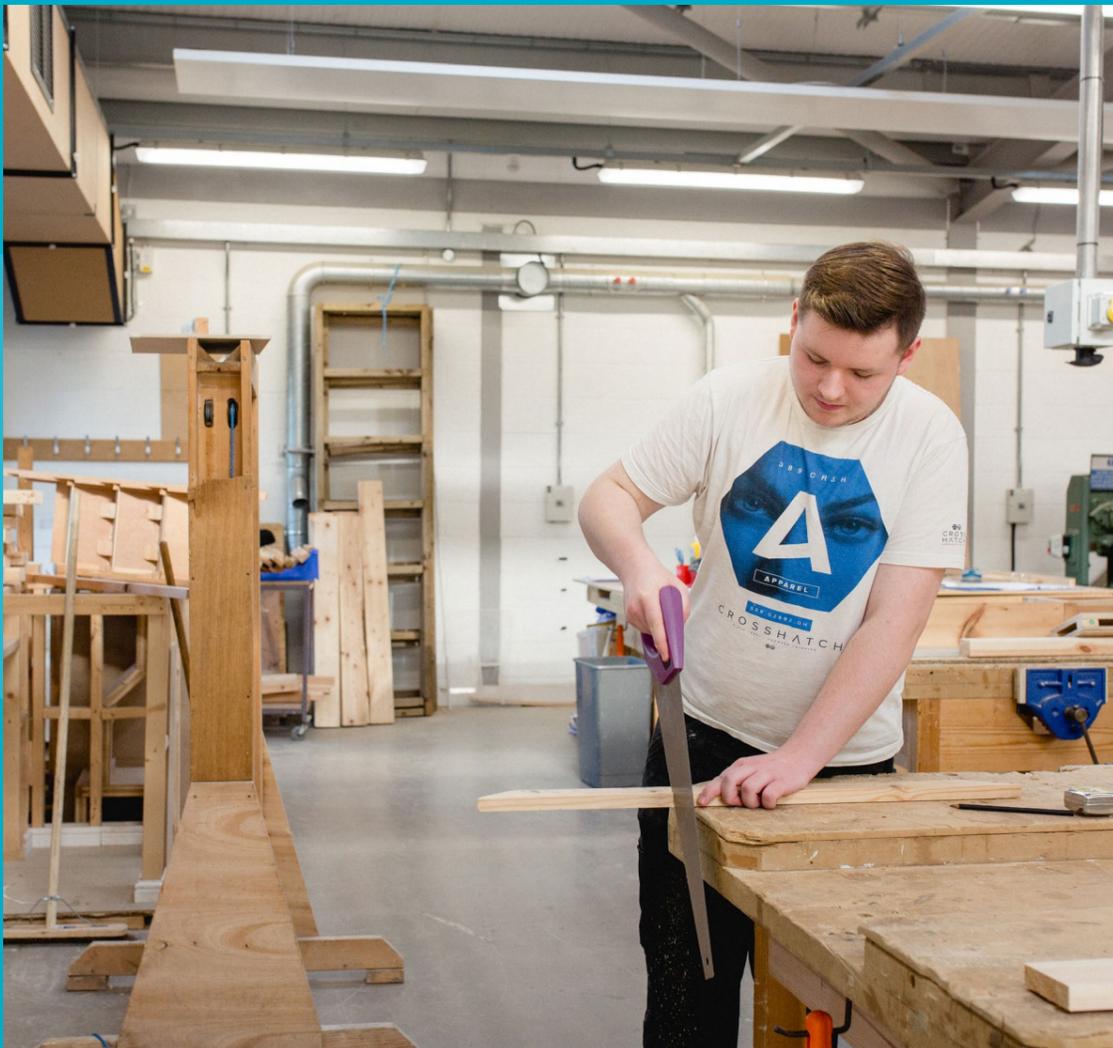
It is important that apprentices know what to do and who to go to for advice and support if an issue arises in relation to discrimination, bullying, or harassment. Employers must ensure that apprentices have an induction session covering equality and diversity, and deliver explicit information about what to do if they want to report an issue or concern.

## Your Role as an Employer

Employers are expected to fulfil the following minimum requirements in relation to equality and diversity:

- > Comply with equality and diversity legislation
- > Provide an induction session that includes equality and diversity (we will cover this in their apprenticeship induction, but would like your take on how you promote it within your company)
- > Demonstrate a commitment to equality and diversity in the workplace through a clearly publicised statement
- > Ensure equality and diversity in selection, recruitment and learning activities.
- > Ensure that apprentices are treated fairly and with respect
- > Make sure that apprentices are not bullied, victimised, harassed or made to feel unwelcome in the workplace
- > Explain to apprentices what to do if they have any concerns about the way they or others are being treated





# 11. Health and Safety

If you or any of your employees are interested in first aid training, this can be provided by Harrogate College. Speak to your Business Engagement Adviser for more info.

As the employer, you are responsible for the health and safety of the apprentices which you employ. Under the Health and Safety at Work Act 1974, apprentices have the same legal protection as the other employees in an organisation.

It is important your apprentice is given a thorough induction where they are informed about policies, procedures, emergency evacuation arrangements, and general and occupationally-specific Health and Safety Training.

In any working environment, the induction should include the following:

- > First aid arrangements (if you or any of your employees are interested in first aid training, this can be provided by Harrogate College, speak to your Business Engagement Adviser for more info)
- > A tour of the premises and introduction to key staff
- > The company's legal responsibilities and duty of care
- > The apprentice's legal duties to themselves and others
- > The company's health and safety policy, organisation and agreements
- > Supervision arrangements
- > Significant risks and the control measures
- > Prohibitions and health and safety rules
- > Emergency and fire arrangements
- > Accident, ill-health and other incident reporting and investigating

**You should also cover any of the following which apply to your operation:**

- > Provision and use of personal protective equipment and clothing
- > Safe use of equipment and machinery
- > Protection from noise, dust, fumes and hazardous substances
- > Manual handling hazards and protective measures

Employers have a duty by law to ensure (as far as reasonably practicable) health, safety and welfare at work; and must keep the apprentice informed about health and safety. The employer must make copies of their employer and public liability insurance available to the college annually whilst the apprentice is attending the programme.

## Provision and use of Personal Protective Equipment

It is the employer's responsibility to provide the apprentice with all appropriate Personal Protective Equipment (PPE). If the apprentice is aged 16–18 and is required to have alternate PPE for college use, the costs may be refunded by the college; a receipt will need to be provided to claim a refund.

**Examples of PPE include:**

- > Gloves
- > Eye protection
- > Protective hearing devices
- > Hard hats
- > Safety boots
- > Respirators
- > Guards

## Lone Working

An apprentice would be considered to be working alone if they have neither visual or audible communication with someone who can summon assistance in the event they are unable to handle a situation, accident or illness.

## Risk Assessments

Employer risk assessments should determine the level of supervision an apprentice requires and some high-risk activities may require more than one person, such as:

- > Working in confined spaces
- > Working at or near live electrical conductors
- > Health and social care environments
- > Environments where service users may be challenging or unpredictable

**To obtain up-to-date information regarding these issues you should obtain a full copy of the booklet: 'A Guide to Working Time Regulations', available from the Health and Safety Executive: [hse.gov.uk](https://www.hse.gov.uk)**

# Useful Information

Information on Apprenticeships and Wages

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

Health & Safety Information and Guidance

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

Preventing and Resolving Employment Disputes

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

Training on Prevent/Extremism

[etflearners.org.uk](https://www.etflearners.org.uk)

The Apprenticeship Service

[accounts.manage-apprenticeships.service.gov.uk/service/index?](https://accounts.manage-apprenticeships.service.gov.uk/service/index?)

Institute for Apprenticeships & Technical Information

[instituteforapprenticeships.org/apprenticeship-standards/?](https://www.instituteforapprenticeships.org/apprenticeship-standards/?)

Education & Skills Funding Agency

[gov.uk/government/organisations/education-and-skills-funding-agency](https://www.gov.uk/government/organisations/education-and-skills-funding-agency)

Covid-19

[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Paye Advice

[gov.uk/payee-for-employers](https://www.gov.uk/payee-for-employers)

**For general enquiries,**

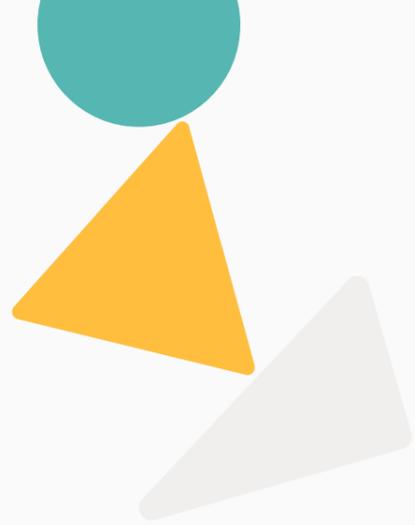
Email: [apprenticeships@harrogate.ac.uk](mailto:apprenticeships@harrogate.ac.uk)

Call: 01426 879 466

or visit: [harrogate-college.ac.uk/apprenticeships/employ-an-apprentice/](https://www.harrogate-college.ac.uk/apprenticeships/employ-an-apprentice/)

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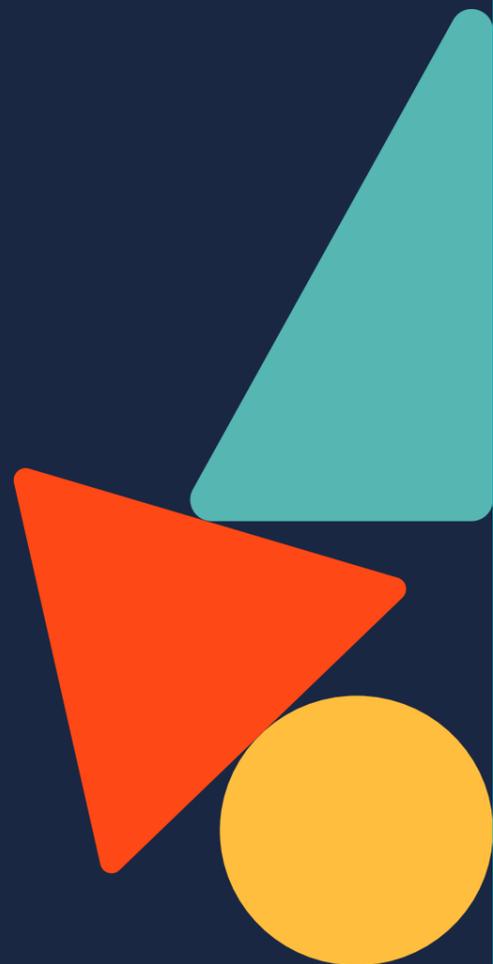
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