



First Step Education & Training
**YOUR ESSENTIAL GUIDE TO
EMPLOYING AN APPRENTICE**

**The
Employer**



The Apprentice



**The Training
Provider**

**The End Point
Assessor (EPO)**

EMPLOYER HANDBOOK

Level 2 Community Activator Coach Apprenticeship



Education & Skills
Funding Agency



Apprenticeships



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YOUR APPRENTICESHIP JOURNEY

With First Step Education & Training

We are thrilled that you have chosen First Step Education and Training to be your apprenticeship delivery partner. We have put together this handbook to provide you with all the essential information you'll need when employing an apprentice for your organisation.

**YOUR
JOURNEY
STARTS HERE**



About First Step Education & Training

Founded in 2012, we are an independent training provider committed to helping people fulfil their potential and achieve their career and personal goals through the delivery of high quality, engaging vocational sports coaching, physical education, and fitness qualifications.

With over 10 years of apprenticeship delivery experience, we strive to ensure that our apprenticeship programmes:

- ➔ Provide all learners with valuable hands-on work experience whilst learning
- ➔ Improve opportunities for progression in working life
- ➔ Train the skills employers need
- ➔ Are accessible to anyone over 16 years of age, in need of further training to help improve career prospects
- ➔ Are funded in line with [ESFA guidelines](#)

Our workforce is appropriately qualified and experienced to ensure all apprentices have access to the highest quality education, whilst working in a happy and safe learning environment.

YOUR APPRENTICESHIP JOURNEY

MISSION

Provide experiences that inspire lifelong activity by developing the physical activity workforce.

VISION

First Step Training create a clear pathway to a long-term career in the sport and physical activity sector. Our learners have the privileged position of shaping the first sporting experience of their participants, we inspire our learners and provide them with tools to deliver an exceptional session every time.

Our vision is to multiply the impact an individual can make on the future of health and wellbeing of society. We are a commercial company with an exceptional cause.

To achieve this we need exceptional players on our team with the attitude and commitment to make it happen. We have worked tirelessly to achieve our position and expect anyone joining us to achieve our standards and contribute to our vision.

VALUES

- ➔ We are role models and ambassadors for an active lifestyle
- ➔ We treat colleagues and partners with respect
- ➔ Our learners come first
- ➔ We are continuously learning and improving our practise
- ➔ We are efficient
- ➔ We work as a team
- ➔ Performance results in progression

AN APPRENTICESHIP STANDARD

What is an Apprenticeship?

An apprenticeship is a learning pathway that allows someone to gain a job-specific qualification whilst doing a real job. It provides hands-on experience, a salary, and the chance to train while they work.

The apprentice is required to spend at least 20% of their working week completing off-the-job training (more on this later). Apprenticeships are often delivered by colleges, universities, or independent training providers. An apprenticeship typically lasts between 12-24 months, depending on level and pathway.

Apprenticeships are specifically designed to help people become competent in their chosen occupation, whilst being funded through contributions from the Education & Skills Funding Agency (ESFA) and the employer (YOU).

The apprentice may be required to complete functional skills qualifications in Maths and English at Level 1 and take the tests for Level 2. They will be exempt from completing functional skills qualifications if they can evidence a GCSE grade 4 or above in Maths and English (or the equivalent).

Who's Involved?

Level 2 Community Activator Coach Apprenticeship Standard

The Apprentice

The apprentice is the person who is in learning and going through the apprenticeship training programme.

The Employer

This is the organisation that employs the apprentice and provides a working environment for the apprentice to learn the required on-the-job skills. The employer is responsible for providing the apprentice with a contract of employment and a safe place to work.

The Training Provider

The training provider is the organisation responsible for providing all the required education for the apprentices off-the-job training. They will allocate the apprentice with a tutor/assessor to deliver the education and assess knowledge, skills and behaviours whilst on programme. The training provider will also allocate a quality assurance team to ensure the quality of training provided to the apprentice is of the highest standard.

The End Point Assessment Organisation (EPAO)

The EPAO are the organisation

responsible for assessing and grading all the evidence the apprentice has produced throughout their apprenticeship, in accordance with the knowledge, skills and behaviours detailed within their apprenticeship assessment plan. The EPAO will make the decision as to whether the apprentice has passed their apprenticeship, or not.

The Education and Skills Funding Agency (ESFA)

The ESFA are the government agency responsible for allocating and managing apprenticeship funding. They will monitor the apprenticeship training provider to ensure they use the apprenticeship funding correctly, in line with the apprenticeship funding rules.

Office for Standards in Education, Children's Services and Skills (Ofsted)

Ofsted are an independent and impartial organisation who report directly to Parliament. They inspect and regulate all training organisations who provide education and skills, to ensure they meet rigorous high standards.

THE APPRENTICESHIP STANDARD

Level 2 Community Activator Coach Apprenticeship Standard

The Community Activator Coach Apprenticeship Standard was designed specifically for people with aspirations of working in roles such as a Sports Coach, Cycle Instructor, Activator, Activity Leader or Community Worker. This pathway is ideal for anyone who:

- ➔ Has a passion for sport and physical activity.
- ➔ Is motivated and committed to your own development.
- ➔ Has a desire to improve the lives of others.
- ➔ Enjoys practical and theoretical learning.
- ➔ Is looking for a long-term career.

The apprenticeship standard is made up of a set of knowledge, skills and behaviours (KSB's) that all apprentices must be able to demonstrate to pass their apprenticeship successfully.

We deliver different pathways depending on the apprentice's working context. They will work towards achieving; the apprenticeship standard, one of the optional qualifications and all the added value training.

Apprenticeship Standard:

- ➔ Level 2 Community Activator Coach Apprenticeship Standard

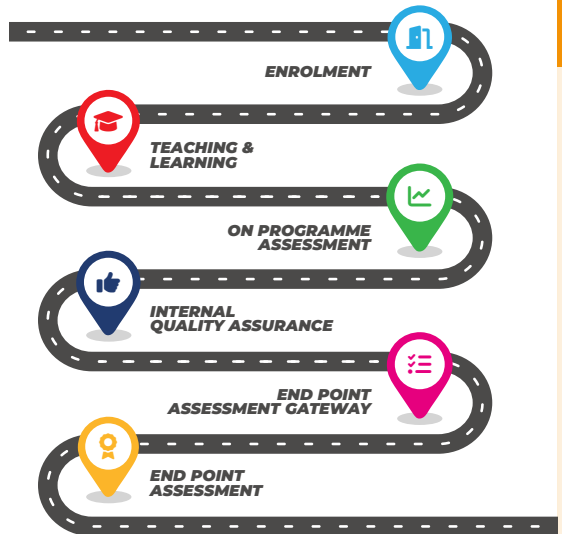
Optional Qualifications:

- ➔ 1st4sport Level 2 Certificate in Coaching (Sport & Physical Activity)
- ➔ 1st4sport Level 2 Award in Instructing Cycle Training
- ➔ Active IQ Level 2 Award in Working with Communities to Promote & Support Active Healthy Lifestyles

Added Value Training:

- ➔ Safeguarding Workshop
- ➔ Equality & Diversity Workshop
- ➔ H&S Workshop
- ➔ British Values

The Apprenticeship Process



THE APPRENTICESHIP STANDARD

The Apprenticeship Process

As the employer you have an important role to play in each part of the apprenticeship process:

Enrolment

Employer Induction

You will be required to attend an employer induction before we agree an apprenticeship. We will discuss the apprenticeship with you to ensure you fully understand the process and confirm you can provide the correct working environment for an apprentice to learn.

Learner Induction

You will be required to attend part of the learner induction. During this induction you will work with the tutor and apprentice to devise an apprenticeship learning plan (ALP) that suits the needs of all parties. You will identify the starting point for the apprentice and make comments on how the apprentice will impact your organisation.

Teaching & Learning

To ensure the apprenticeship is of value to your apprentice and your organisation it is important you take a keen interest during the teaching and learning process. First Step Training will deliver all of the training required to achieve the apprenticeship, however, you will need to support your apprentice through their journey by providing mentoring and training of job-related roles, as well as allocating time for them to complete their apprenticeship work whilst off the job.

On Programme Assessment

Like the teaching and learning, First Step Training will conduct all the on-programme assessment to identify the progress the apprentice is making towards end point assessment. As the employer, you may be required to provide some evidence to demonstrate competence that has been displayed at work, for example, you may provide a short statement (witness testimony) to explain when the apprentice has demonstrated excellent customer service.

End Point Assessment Gateway

EPA should only be arranged once the employer is satisfied that the apprentice is deemed to be consistently working at or above the level set out in the apprenticeship standard, all of the pre-requisite gateway requirements for EPA have been met and can be evidenced to an EPAO. For level 3 apprenticeships and above apprentices without English and Mathematics at level 2 must achieve level 2 prior to taking their EPA.

End Point Assessment

You will be required to provide an environment for EPA to take place. A member(s) of the EPA team will visit your site to conduct the EPA. There will need to be a facility suitable for a presentation, a professional discussion and a practical observation, although the practical observation may take place elsewhere, in the work environment.

EMPLOYING AN APPRENTICE

Employer Responsibilities

Meet employment conditions

- Ensure your apprentice is employed on your PAYE scheme
- Give your Apprentice a Contract of Employment
- Pay at least the minimum wage for **Apprentices**
- Always ensure adequate competent supervision
- Record Apprentices' workplace attendance
- Inform First Step Training of any unauthorised absences
- Make your Apprentices aware of your Equal Opportunities Policy

Support their learning and development

- Support your Apprentice in gaining their training qualifications
- Give appropriate on-the-job work experience and training
- Ensure enough time for them to achieve their training objectives
- Ensure compliance with 20% off the job training is met

- Allow reasonable access to First Step Training staff for online training and assessment
- Take part in regular reviews of your Apprentices' progress
- Be involved in reviews, Individual Learning Plan and target setting

Comply with all relevant Health & Safety legislation

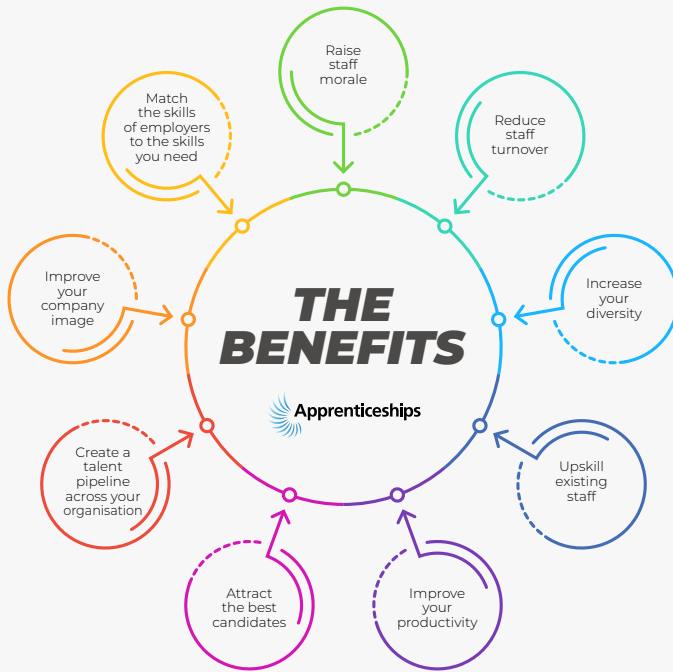
- Provide a safe working environment
- Provide Health & Safety Induction Training
- Hold current employers' and public liability insurance and vehicle insurance where appropriate
- Provide personal protective equipment (PPE) in accordance with statute and good occupational practice where appropriate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

For more information on hiring an apprentice click [here](#)

Apprenticeships - 20% off-the-job training guide

Learning the theory/professional knowledge through:	Practical training through:	Learning support time spent on:
<ul style="list-style-type: none">➤ Classes and workshops➤ Lectures➤ Online learning and webinars➤ Relevant reading➤ Research	<ul style="list-style-type: none">➤ Job shadowing➤ Mentoring➤ Attending meetings➤ Project work➤ Visits to wider parts of the department	<ul style="list-style-type: none">➤ Writing self-assessments➤ Writing assignments➤ Reflective journals➤ Revision➤ Peer discussions➤ Preparation for assessments & exams➤ One-to-one tutorials that contain guided learning or support for the apprenticeship

THE BENEFITS OF EMPLOYING AN APPRENTICE



- ➔ 96% of employers with apprentices have experienced at least one benefit from taking on apprentices, and most can count at least 7 benefits.
- ➔ 74% of employers say that apprentices improved products or service quality, and 78% say that they improved productivity. Apprentices become highly skilled even before they finish their training.
- ➔ 64% of employers say that employing apprentices improved their image in the sector.
- ➔ 73% of employers say that staff morale is improved by having apprentices.
- ➔ 69% of employers say that employing apprentices improved staff retention. 65% of apprentices stay working for the company that trained them when they complete their apprenticeship.
- ➔ 85% of employers said that apprentices helped to develop relevant skills for the organisation, and to fill the skills gap.

Stats taken from the Apprenticeships Evaluation survey 2021

APPRENTICESHIP FUNDING

The Level 2 Community Activator Coach Apprenticeship Standard will be funded by the Education & Skills Funding Agency (ESFA).

Conditions of Funding

Non-Levy Apprenticeship Employers (SME's)

Apprentices aged 16-18

For any apprentice aged 16-18 at the time of starting their apprenticeship, the ESFA will cover the **FULL** cost of the training. The employer is also eligible for an additional £1,000 Age Grant incentive.

The Age Grant incentive will be paid to the employer in two instalments, £500 after the initial 90 days of the apprenticeship, and the remaining £500 after 365 days of the apprenticeship.

To receive your Age Grant you will be invited to invoice First Step Education and Training for the due amount.

Apprentices aged 19+

For any apprentices aged 19+ at the time of starting their apprenticeship, the ESFA will cover **95%** of the overall training cost, the employer will then be required to pay a contribution towards their apprenticeship training of 5% of the overall training cost - £300.

You will be invoice by First Step Education and Training for £300, 42 days after the apprenticeship start date.

Levy Paying Apprenticeship Employers

If you are an employer with a pay bill of more than £3 million, you're required to pay the apprenticeship levy.

Employers can use their levy funds on training employees within your organisation and end-point assessments with an approved training provider.

Levy-paying employers in England will access funding through their digital apprenticeship service account. The platform allows employers to select apprenticeship training from the list of approved training providers (RoATP).

Employers have a rolling 24-month window within which to spend their funds ('vouchers') before they expire.

The employer and training provider will negotiate the price of apprenticeship training and assessment, and how the training is to be delivered, then agree and sign a service level agreement before training can begin.



Education & Skills
Funding Agency

IMPORTANT DOCUMENTATION

To meet the legal guidelines set by the ESFA for training providers, we must have a number of important documents in place, agreed and signed before the apprenticeship can commence. These are:

Service Level Agreement (SLA)

The SLA is a contract or agreement between the Employer and the Training Provider. The SLA outlines what apprenticeship services the provider will deliver and defines the service standards the Employer can expect for the duration of the agreement.

This document will be read and agreed between the Employer and First Step Education and Training and then signed and dated by both parties.

Commitment Statement

The commitment statement is an agreement between the Training Provider, the Employer, and the Apprentice. This documents clearly outlines the commitment that is required by each of 3 the parties involved in the apprenticeship, for its duration. This must be read, agreed, and signed and dates by the Training Provider, the Employer and the Apprentice.

Finance Agreement

This document is intended to clearly set out the financial and funding information that applies to the apprenticeship programme that has been jointly agreed between the Employer and the Apprenticeship Training Provider. This must be read, agreed, and signed and dates by the Training Provider and the Employer.

The above three documents will be sent to relevant parties electronically, via PandaDoc, and must be read, agreed, and signed and dated BEFORE the first official day of apprenticeship training.

You may also be required to provide:

- ➔ A Young Persons Risk Assessment (for any apprentice aged 16-18)
- ➔ An Induction Checklist
- ➔ Apprenticeship Job Description
- ➔ Apprenticeship Contract of Employment



IMPORTANT INFORMATION

Safeguarding & Prevent

Safeguarding is the term used to define the actions we take to promote the welfare of individuals and protect them from harm, abuse, and exploitation. We are committed to providing a safe, supportive, and inclusive learning environment for everyone. Every member of staff has a responsibility to help ensure your safety and wellbeing.

A safeguarding concern is: "Anything that may cause worry about another person or contributes to a person feeling uncomfortable or unsure about the safety or welfare of someone else or themselves (including indications of potential radicalisation and expression of extremist views)"

The Prevent Strategy aims to safeguard people from becoming terrorists or supporting terrorism through extremism or extremist views. Prevent is a multi-agency approach to safeguarding people at risk of radicalisation (e.g. being drawn into extremist groups, including terrorist groups).

All our staff are DBS checked and safeguarding trained to ensure they are aware of their responsibility to safeguard and can identify and report signs of abuse.

Your organisation should have a safeguarding and prevent policy/procedure and a Designated Safeguarding Lead.

E-Safety

Technology is an amazing tool for learning, gathering information, meeting people, sharing experiences, shopping and more. The wellbeing of our apprentices is our top priority, so we provide the following tips to encourage our apprentices to stay safe online.

1. Keep private information private

Sharing personal information can make you vulnerable to identity theft, cyberstalking, and other issues. Think twice before putting anything on the internet, and make sure the information is suitable for all eyes. Before making any internet purchases, check the company's privacy policy. If they don't guarantee to safeguard your personal data, shop elsewhere. If you shop online keep a close eye on your bank or payment activity. If you notice purchases that you have not made, contact them immediately. Phishing involves creating sites or sending e-mails that appear to be from a legitimate company asking you to confirm personal information. Most reputable sites will not contact you in this way so be wary of any messages asking you for information such as bank account numbers and passwords. If in doubt do not share.

2. Keep your accounts secure

It's tempting to choose a password that is really easy to remember, such as your birth date or favourite sports team, but these kinds of passwords leave you open to identity theft and fraud. Create a password that contains:

- ➔ Eight or more characters
- ➔ Numbers as well as letters
- ➔ Upper and lower case letters
- ➔ Special characters e.g. % @
- ➔ No personal information

3. Keep yourself safe

Many people online are not who they say they are. If you use an online platform such as social media or a dating site to arrange a personal meeting with someone, always meet them in a public place. Before you go your meeting, tell a trusted friend or colleague where you're going and be sure to ask them to check up on you at an agreed time later in the day.

It is always a good idea to ensure you have an good, up-to-date anti-virus software on your laptop, this will help prevent/block any unwanted virus attacks on your computer.

Equality and Diversity

Equality is about ensuring that everyone is treated fairly, equally, and given the same opportunities regardless of race, gender, disability, religion or belief, sexual orientation or age.

Diversity refers to the visible and invisible differences between people, respecting and accepting an individual's values, attitudes, cultural perspectives, beliefs, ethnic background, skills, knowledge and life experiences.

We are committed to providing a safe, inclusive, learning environment free from discrimination, harassment or victimisation.

The Equality Act 2010 brought together previous equality laws into one piece of legislation. The Act is a law that protects the rights of individuals and supports equal opportunity for all, promoting a fair and more equal society.

Your organisation should have an equal opportunities and equality and diversity policy.

9 Protected Characteristics

It is against the law to discriminate against someone based upon the following protected characteristics.

Age: A person who is a particular age or belongs to a certain age group.

Disability: A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment: Gender reassignment is process of transitioning from one gender to another.

Marriage and civil partnerships: Marriage is a union between a man and a woman or between a same-sex couple. Couples can also have their relationships legally recognised as Civil Partnerships. Civil partners must not be treated less favourably than married couples.

Pregnancy or maternity: Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after a birth and is linked to maternity leave. Equality in maternity includes not treating a person unfavourably because they are breastfeeding.

Race: Race refers to a group of people defined by their race, colour, or nationality (including citizenship), ethnic or national origins.

Religion or belief: Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex: The gender an individual identifies as.

Sexual orientation: Sexual orientation is how a person identifies their sexual attraction towards others, towards their own gender, opposite gender, both or neither.

Health and Safety

Everyone has the right to work and train in a place they feel safe, where risks to health and safety are properly controlled. We are committed to providing a safe and secure learning environment for everyone that uses our facilities.

The Health and Safety at Work Act 1974 (HASAWA) is an important piece of legislation for workplaces in the UK. It ensures that all employers provide a safe working environment and look out for the health of their employees—wherever their place of work.

Your MUST:

- ➔ Provide a safe place of work
- ➔ Provide safe equipment
- ➔ Ensure staff are properly trained
- ➔ Carry out risk assessments
- ➔ Provide proper facilities
- ➔ Appoint a competent person to oversee health and safety

As a training provider we commit to:

- ➔ Providing a safe and secure learning environment
- ➔ Have appropriately trained and qualified staff
- ➔ Conduct the appropriate risk assessments
- ➔ Promote good H&S practice
- ➔ Identify, investigate and record and accidents or incidents that may occur
- ➔ Comply with the HASAWA

The Apprentice will need to:

- ➔ Act in a safe and responsible manner
- ➔ Follow H&S rules and regulations
- ➔ Respect all equipment and use only as instructed to do so
- ➔ Make yourself aware of the HASAWA
- ➔ Report any accidents, incidents or potential hazards to a member of staff immediately

British Values

British Values (BV) underpin what it is to be a citizen in a modern Great Britain valuing our community and celebrating diversity of the UK.

BVs are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued, and can contribute for the good of themselves and others.

Wherever possible you should encourage the following:

4 Fundamental British Values

Democracy: A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.

Rule of Law: The need for rules to make a happy, safe and secure environment to live and work.

Individual Liberty: Freedom to make your own choices, protection of your rights and the rights of others.

Mutual respect for, and tolerance of those with different faiths and beliefs, and for those without faith: Understanding that we all do not share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.

Data Protection - General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) and Data Protection Bill replaced the previous European Directive and UK Data Protection Act 1998.

The regulation considerably changed the data protection law in many areas, harmonising and ending the inconsistent approaches taken by different countries. It enabled people to exert better control of their personal data. Modernising rules allow for a 'one-stop shop' which reduced the complex need to deal with multiple Data Protection Authorities, where businesses operate across multiple countries.

Your business and personal data will only be stored whilst it is relevant (e.g. for managing the progress of your apprenticeship) and will not be disclosed to any person without your written authority, or, unless required by law.

How We Use Your Data: Further information on how we will use your data can be found in your Apprenticeship Learning Agreement and by reviewing the Education and Skills Funding Agency Privacy Notice, which you can find [here](#).



IMPORTANT CONTACTS

These should be made available to your apprentice

National Bullying Helpline

Support for victims of bullying.
www.nationalbullyinghelpline.co.uk
0845 225 5787

National Debtline

Support with financial and debt problems.
www.nationaldebtline.org
0808 808 4000

National Prevent Hotline

The team to contact to report concerns about radicalisation or extremism.
0800 789 321

National Suicide Prevention Hotline

Support for anyone with thoughts of suicide or self-harm.
0808 689 5652

National Society for the Prevention of Cruelty to Children (NSPCC)

For those with concerns about a child.
www.nspcc.org.uk
0808 800 5000

NHS Direct

Support and guidance on medical issues.
www.thesite.org.uk
111

Relate

Relationship counselling and support.
www.relate.org.uk
0300 100 1234

Remploy

Mental health support service for apprentices.
www.remploy.co.uk/employers/mental-health-and-wellbeing/access-work-mental-health-support-service-apprentices
0300 456 8114

The Samaritans

Confidential support and advice for anyone in distress.
www.samaritans.org.uk
116 123

The Site

Online guide and support on a range of issues for 16-25 year olds.
www.thesite.org.uk

Scope

Disability advice.
www.scope.org.uk
0808 800 3333

Stonewall

Information and support for Lesbian, Gay, Bisexual and Transgender individuals and communities.
www.stonewall.org.uk

Think U Know

Guidance on internet safety.
www.thinkuknow.co.uk

UK Internet Safety

Resources and guidance on internet safety.
www.saferinternet.org.uk

USEFUL CONTACTS

First Step Education & Training

www.firststep-training.co.uk
0330 088 7020

Institute for Apprenticeships

www.instituteforapprenticeships.org
enquiries.ifa@education.gov.uk

National Apprenticeship Service

www.apprenticeships.gov.uk
08000 150400

Citizens Advice Bureau

www.citizensadvice.org.uk

Careers Advice

www.nationalcareersservice.direct.gov.uk
0800 100 900

HMRC (Tax)

www.gov.uk/contact-hmrc
0300 200 3300

CIMSPA

www.cimspa.co.uk
03438 360200
info@cimspa.co.uk

Sport England

www.sportengland.org

Mind

www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services



**LEADING
TRAINING PROVIDER**

