



The Apprenticeship Revolution

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Early Years Apprenticeships

A complete guide to:
.....
Careers in Early Years



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The decision of the electorate to vote to leave the European Union will bring challenges to the Early Years sector. Whilst the low pound may encourage more foreign tourists into the country, the same low pound means that Early Years workers from the European Union with bills to pay in euros are feeling the pinch, and many are wondering whether or not to stay. The Early Years sector has always relied on workers from other countries. In the wake of the Brexit vote we face at least two years of limbo when EU citizens may be reluctant to come and labour from outside the EU will continue to be subject to restrictions.



Meeting the skills challenge

To minimise the impact of imminent changes we have two years in which to develop the productivity of our current workforce, attract more British citizens to join the sector and redouble our efforts to encourage school leavers at 16, 17 and 18 into our industry.

The new Early Years apprenticeships include management qualifications up to and including level 5, while degree apprenticeships are also in development.

We are missing a trick! It is the £100,000 question: £50k debt if a school leaver goes to university or £50k salary earned in three years if they undertake an apprenticeship! Critical to making this work will be showing bright young people

that Early Years careers, not just jobs, are a reality. Maximising the upskilling of our current workforce to be more productive is vital, and designing innovative employment packages, including attractive work/lifestyle balance, will encourage people to join our industry. It's time to shout about the opportunities that exist in this exciting and vibrant sector.

Ali Barford-Drew
Early Years National Lead

Connect2Care

Connect2Care (C2C) is your local apprenticeship training company working with nurseries, pre-schools and playgroups within your town.

We operate from 30 offices across the country. Therefore there is a C2C team near you to deliver the Early Years apprenticeship you want with the employer of your choice. Our 200 professional trainers and managers from 30 offices across the country would love to support you throughout your apprenticeship.

C2C are the acclaimed market leaders for apprenticeship training in the Early Years sector. We work with over 2,000 employer sites across the country. C2C has some of the highest completion rates of any national provider in the Early Years sector. So signing up for an apprenticeship with C2C could guarantee you a greater chance of success.



Our 200 professional trainers and managers from 30 offices across the country would love to support you throughout your apprenticeship.

HINT

Employer
satisfaction
rate of

94%

Sunday Times Top 100
company to work for 2014,
2015, 2017 and 2018

Ofsted awarded C2C
a Good Grading in
2017, "Apprentices'
contributions
exceed employers'
expectations gaining
promotions or continuing with
higher level training"



Learner satisfaction
rate of **93%**



Matrix Standard accreditation.

"It is evident that the
learner and the customer
are at the heart of the way
Connect2Care operates".

All of our staff are experienced
sector professionals. In addition
to being highly qualified
trainers they have substantial
vocational backgrounds in
the Early Years sector

Operating from 30 offices nationally across the country

C2C's team are able to meet
company needs quickly and
on demand locally.



Benefit from apprenticeships

Motivational tool for your workforce

Employing apprentices encourages a learning environment amongst all your workforce in your business, rejuvenating the learning ethos of more experienced staff, as well as providing senior staff with the opportunity to support and mentor apprentices. Working with C2C as your training provider gives you access to a range of training activities and solutions for your workforce. Staff feel motivated to know their employer is investing in them by developing their skills and professionalism.

Apprenticeships provide benefits for both employers and employees

92% of employers who employ apprentices believe that apprenticeships lead to a more motivated and satisfied workforce (source: National Apprenticeship Service). We work with employers to create and manage tailored apprenticeship programmes to meet the needs of their business in a cost effective and low risk way.

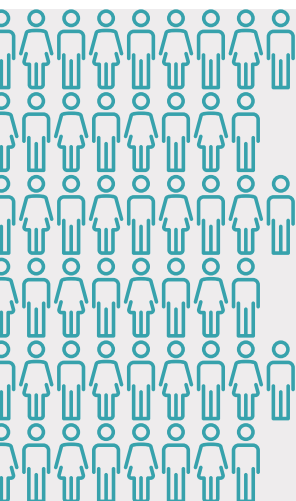
Investment payback

Government surveys reveal companies employing apprentices are more competitive with greater productivity and reduced labour turnover. Indeed, apprenticeships add value to their organisations. Invariably the value gained by recruiting an apprentice exceeds the initial outlay and cost.

Apprentices produce returns

Even before they complete their programme, apprentices develop into:

- Proficient staff who understand your organisation's values and objectives and provide a high quality service
- Dependable staff who understand their employment role and responsibilities
- Safe staff who understand and are competent in health and safety and safeguarding
- Skilled staff who are working towards the vocational competency needed to meet the specific requirements of your organisation.



80%

of companies which invest in apprentices have reported a significant increase in employee retention

77% of employers believe apprenticeships make them more competitive



76%

of those employers who employ apprentices agree they make their workplace more productive



92% of employers who employ apprentices believe that apprenticeships lead to a more motivated and satisfied workforce



83% of employers who employ apprentices rely on their apprenticeship programme to provide the skilled workers that they need for the future



Funding apprenticeships

At C2C, we have always tried to deliver apprenticeships at minimal financial cost to you, the employer, although the government rules have allowed us to make charges.

We believed the contributions you have made to allow your apprentices time to attend off-the-job one-to-one tuition with our trainers, to pay their wages and to provide support, input and mentoring were sufficient. However that choice has now been taken away from us and the government genuinely believes you will appreciate the value of apprenticeship training if you have to make a small financial contribution.

Large employers Apprenticeship Levy payment

All employers with a payroll bill in excess of £3 million per annum have to pay an Apprenticeship Levy of 0.5% of their pay bill, paid monthly through PAYE.

Updated information

Detailed information about the levy and payments required from employers with an annual payroll bill of less than £3 million are available via the government website. However we will keep you up-to-date on the latest information via our website at connect2care.net/apprenticeship-levy and through your local C2C team who work with you and your staff.

HINT

**Have you got
the C2C levy
little turquoise book?
Call us now
for your copy.**



Mike Worley
Operations Director

Employers with less than £3 million payroll payments

- Employers with a payroll bill of less than £3 million are required to pay 5% of the cost of the apprenticeship programme directly to their training provider before the training can commence. This can be paid in a single up-front payment, or by monthly or quarterly payments.
- All employers who employ a 16-18 year old apprentice, or someone who is under 24 and has left care, or has a local authority health and education place, will receive a bonus payment of £1,000.

Small employers with less than 50 employees

Employers with less than 50 employees are not required to make any financial contribution towards the cost of an apprenticeship for an employee aged between 16 and 18.



TOP TIP

Don't forget you are no longer required to pay Class 1 (employer) National Insurance Contributions (NIC) on earnings up to £50,000 for an apprentice you employ aged under 25. That's a 13.8% saving on everything the apprentice earns over £8,632 a year for the employers of apprentices.

Please note: All costings and percentages quoted on these two pages are correct as of April 1st 2019.

Apprenticeship legals

An apprentice is a regular full-time employee and all employment law, health and safety regulations and your normal workplace operating policies and procedures apply.

All aspects of employment law, including those listed here, apply to apprentices as well as current staff:

- ▶ **Data protection**
- ▶ **Contracts of employment**
- ▶ **Minimum wage**
- ▶ **Risk assessments**
- ▶ **Holiday entitlement**
- ▶ **Sick pay**
- ▶ **Equality and diversity**
- ▶ **Health and safety.**

RIDDOR – health and safety

In the event of an apprentice sustaining a RIDDOR reportable injury in the working environment, it is the responsibility of the employer to notify the Health and Safety Executive, providing full details of the incident and the employer's recording process. It is expected that all apprentices receive an appropriate induction to their place of work from their employer and are kept fully informed of the organisation's health, safety and hygiene, including allergies, policies and procedures.

Apprenticeship Agreement

C2C's Apprenticeship Agreement is a three-way agreement between the employer, their apprentice and C2C, and is currently governed by S32 of the Apprenticeship, Skills, Children and Learning Act 2009 (ASCLA). Current and new contracts of employment between the employer and the apprentice will meet the Employment Rights 1996 Act in addition to the Apprenticeship Agreement requirements with the inclusion of a statement setting out the skill, trade or occupation and noting any relevant English qualification and issuing authority.



Working hours

Apprentices should be employed for a minimum of 30 hours a week. Part-time staff working a minimum of 16 hours per week may also be eligible, but the length of their apprenticeship programme will increase.

Younger apprentices (aged 16-18) have restricted working hours.

- ▶ **A limit of eight hours a day and 40 hours a week.**
- ▶ **Unable to work between 10pm and 6am or between 11pm and 7am (except in certain circumstances).**
- ▶ **12 hours rest between each working day with two days off in each seven day rota.**
- ▶ **A 30 minute in-work rest break when working for longer than four and a half hours.**



Employers' code of good practice for apprenticeship delivery

- The employer will provide every opportunity for their apprentices to complete the apprenticeship programme. This will include a combination of planned on and off-the-job learning opportunities, assessments and tests and planned visits to the workplace by C2C's trainer.
- A Learning Agreement is agreed with the apprentice and their employer.
- The employer will continue to pay wages or salaries during learning and assessment activities including tests.
- In the unlikely event of the apprentice being required to undertake significant off-the-job learning, prior agreement will be sought from the employer.
- The employer will support invigilation arrangements for formal testing.
- In accordance with the government's apprenticeship funding requirements, employers must not withhold wages or salaries for their apprentices at any time during delivery of the work-based apprenticeship programmes, or when the apprentice has time out of the workplace to sit tests and examinations.



- ▶ The employer will allow the apprentice time to evidence their work-based competencies and knowledge, and meet with a C2C trainer as agreed with the apprentice and employer.
- ▶ The employer will participate in formal reviews of progress with the apprentice and C2C's trainer.
- ▶ The employer will provide learning opportunities and agree projects to further the knowledge and skills of the apprentice and provide on-the-job learning opportunities to enhance the apprenticeship programme.
- ▶ The employer will support the apprentice through a process of mentoring and/or supervision, and where appropriate provide coaching opportunities in order to increase the apprentice's skill level and job knowledge.
- ▶ The employer will work with a C2C trainer and the apprentice to formulate and agree milestones to be achieved and allow the apprentice time out of the workplace to attend workshops where appropriate.



A tailor made apprentice recruitment solution

We recognise that there is no off-the-shelf method when it comes to apprentice recruitment especially in such a competitive market space. That's why our complete recruitment marketing solutions will give you the edge when it comes to finding, attracting and hiring the best young talent available.

Our solutions depend on your recruitment objectives and company culture. Whether you want to recruit apprentices internally or externally we know how to support you when it comes choosing the right communications channels, apprentice on-boarding and online media distribution.

HIT recruitment support

Once we have identified your objectives our expert team will support you with:

- ▶ A recruitment campaign tailored to your business requirements, locality of vacancies and the personas of the candidates you are looking for

- ▶ One point of contact through our recruitment team offering support with your recruitment process from start-to-finish, saving you time and resource
- ▶ Flexibility to run your recruitment campaign utilising the highest rated education and sector Job boards in the country. This gives you access to a quality pool of candidates specific for the overall objectives of the campaign
- ▶ Access to a range of digital social channels offering a unique platform to raise awareness and interest in your campaign and giving access to real time reporting to measure its success and ROI
- ▶ Internal marketing of your apprenticeship programmes tailored around your company brand, values and culture.

Campaign advertising and media strategy

We will work with your internal team to construct a campaign strategy based on the AIDA model:

Awareness | Interest | Desire | Action

For each stage we will implement specific advertising, media and digital channels using predictive insight. For instance the correct jobs boards, social media platforms and application process for the candidates you are targeting.

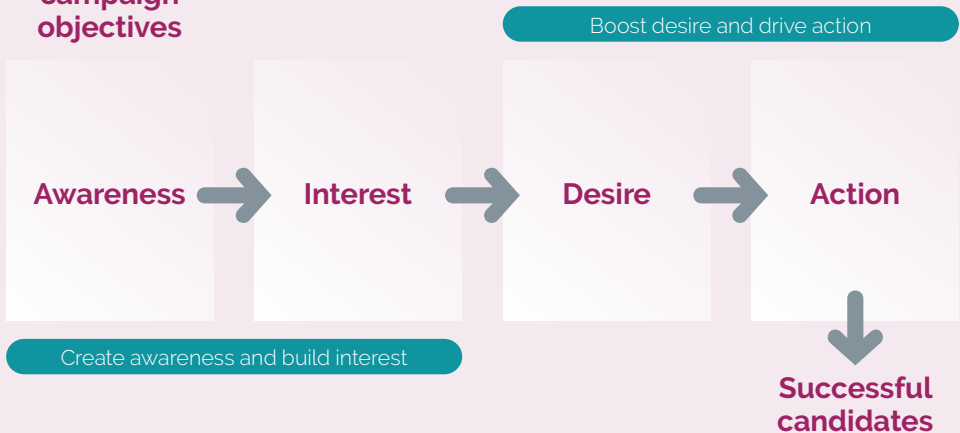


The HIT recruitment service

Our service doesn't stop at finding you great candidates:

- ▶ We can longlist candidates, arrange assessments and further interviews for those selected and recommend a shortlist supporting your own final interview processes
- ▶ Once you have decided which candidate you want to recruit, we will discuss the options for funding your Apprenticeship programme, either through your levy or government funding
- ▶ We will then enrol your Apprentice on your Apprenticeship programme where they will be supported by a HIT Trainer Consultant throughout their Apprenticeship
- ▶ We learn from the results of the campaign using insight and behavioural patterns of prospective and successful candidates driving efficiency in future campaigns.

Your campaign objectives



Whatever your particular business needs, HIT will always work as an extension of your team, saving you time, hassle and money ensuring your efforts are highly efficient and provide results.

Bespoke training and short courses

Short courses

In addition to our range of professional apprenticeships, C2C is able to offer off-the-shelf training solutions tailored to your organisational needs.

We can provide a variety of short courses to help you develop your staff, comply with legislation and grow your business.

Visit our website connect2care.net to view a list of available courses and to make a purchase.

Bespoke training

If you or your team would benefit from a tailored offering of one of our existing qualifications or a bespoke training course developed to meet your specific needs, we would welcome the opportunity to work with you to create a personalised programme.

Whether it be soft skills like communication and teamwork or something more specific like recruitment and selection, we will work with you both pre-event and post-event to ensure that your staff receive the highest level of training and understanding from our expert trainers.

More importantly, your input ensures that the final product has an applied and practical approach that will impact on your workplace and produce results that match your objectives.

Please contact us today and we can arrange for an expert trainer to visit you.



Whether you are starting an apprenticeship with us, or looking at a possible career in the Early Years industry, may I introduce you to Connect2Care. At C2C, we are passionate about two things. Firstly to provide the best possible training and development for all our apprentices, and secondly to improve the workforce skills of the fabulous Early Years sector.



Welcome learners

This guide outlines all the apprenticeships available from C2C and the career promotion paths you can take to advance your personal development. The guide also outlines how your apprenticeship will work, the role of your immediate boss (line manager), the role of the C2C trainer and the route you will take to gain your apprenticeship.

Whether you are new to the Early Years sector, you're thinking the sector might offer the right career for you and want to find out more, or you're keen to know how you can progress in your current role, the following pages offer advice, information and support to help you in your career.

I hope this booklet will outline our various programmes, explain the benefits to

you and define how your training will be delivered and assessed.

We look forward to working in partnership with you to achieve your apprenticeship and where appropriate assist you to find a job. In addition to our apprenticeship programmes, C2C offers a wide range of skills and career development programmes which are detailed on our website.

C2C has 30 offices throughout the country. Please visit our website (www.connect2care.net) to find C2C's local office nearest to you.

Jill Whittaker FCA

Connect 2 Care Ltd - Managing Director

Your career in Early Years



Level 2

Intermediate Apprenticeship
for the Children and Young
People's Workforce



Level 3

Advanced Apprenticeship
for the Children and Young
People's Workforce



Level 5

**Children and Young
People's Workforce
Advanced Practice Pathway**

One of the exciting things about this industry is the potential for progression to a managerial post without the need for a degree or formal qualification when you begin. Many people carve out rewarding and successful managerial careers through a mix of on-the-job training and work experience. There are countless opportunities – managing nurseries, childcare centres or even being a childminder. The list is long and varied.

Early Years: A career with a difference



A growing sector, recruiting the right people who have the right skills at the right time to deliver high quality services to people who need care and support in our communities.

The Early Years provision was delivered by an estimated 452,100 staff and it is estimated that there were 3.1 million Ofsted registered childcare places in England in Spring 2016.

For two year olds, the total number of providers is up from 22,570 in 2017 to 22,730 in 2018. Childminders and private and voluntary day nurseries show the largest increase in numbers.

For three and four year olds benefiting from universal entitlement, the total number of providers is up from 45,530 to 47,670. This is largely due to a rise in the number of childminders. 34,250 settings provided extended funded early education to three and four year old children, including 11,220 childminders.

University or apprenticeship - the £100,000 question?

After 'A' levels these are your choices:

- ▶ Three years at university accumulating a £50,000 student loan to pay off and no work experience.
- ▶ Three years management apprenticeship earning at least £50,000 over three years plus continuous work experience and the possibility of promotion.

Variety of apprenticeship routes into management:

- ▶ Intermediate level 2 » Supervisory level 3.
- ▶ Management Apprenticeship levels 4 or 5.

Staying on 'till 18 doesn't mean more school

- ▶ Staying on 'till 18 doesn't mean more school if you undertake an apprenticeship with Connect2Care.
- ▶ You can leave school at any time after 16 if you take an apprenticeship programme.
- ▶ At C2C we offer entry level apprenticeships for nursery and pre-school assistants, room leaders, nursery supervisors and pre-school leaders, childminders and many more roles in the Early Years sector.

There has never been a more exciting time to enter the world of Early Years. Not only is it a really fast growing sector, it also provides a range of highly rewarding and worthwhile career opportunities.

With an increasing population there is a growing need for outstanding childcare, both in a home-from-home environment and Early Years establishment. Whether you work in a nursery, pre-school or as a childminder, providing care in an Early Years setting is both rewarding and demanding. Early Years professionals contribute to the care and education of babies, toddlers and children, which is a truly worthwhile role.



Earn while you learn and jump ahead of those remaining at school or going to college.

Apprenticeships

These are the smart way to gain qualifications and earn while you learn. You get work experience, a paid job and promotion possibilities from day one.

We offer apprenticeships for Early Years staff, supervision and management and facilities staff.

Because the apprenticeship scheme is designed with the help of employers, apprentices fit into their job role effectively, develop the appropriate skills and secure on-going employment. All learning and assessment is conducted 'on the job' so you can remain focused without the interruption of off-site study. This pleases employers too. Apprenticeships are available to all current employees or new entrants aged from 16 to 70, and are conveniently set at the level of entry to suit your interest.

Entry requirements

To start an apprenticeship you have to be aged 16 years or over, work full or part-time in the Early Years sector with a contract of employment from your employer.

You also need to be a resident in England and not taking part in any other full-time education.

If you have already achieved a degree or equivalent qualification in this country or abroad, you may not be eligible for an apprenticeship unless the skills acquired for the apprenticeship are different from your degree.

Your employer will specify what their entry requirements are for each job role and what qualifications, if any, or experience is required.



Apprenticeship framework learning journey

Apprenticeship frameworks are a combination of practical work experience integrated with job specific technical and theoretical skills and where necessary English and maths skills.

Each apprenticeship has a framework which comprises five components:

► **(Practical component) vocational or technical skills**

Delivered by assessing your practical skills through the appropriate diploma.

► **Basic maths, English and ICT (Functional skills)**

Potential apprentices are assessed by C2C to ascertain functioning/ practical levels of English and maths before starting a programme. This ensures apprentices study at the right level. Those without GCSEs or accepted equivalents to functional skills qualifications will undertake an English and maths Functional Skills programme. Several apprenticeships require an appropriate level of ICT computer skills.

► **(Knowledge component)**

Technical and theoretical knowledge and understanding.

► **Personal Learning and Thinking Skills (PLTS)**

The following six areas are embedded into the diploma assessment: Independent Enquiry, Creative Thinking, Reflective Learning, Team Working, Self-Management, Effective Participation.

► **Employment Rights and Responsibilities**

This explains your rights and responsibilities at the workplace and outlines the wider world of the Early Years sector.



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Knowledge component

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Independent enquiry, creative thinking, reflective learning, team working, self management and effective participation.

Employment Rights and Responsibilities

This explains your rights and responsibilities at the workplace and outlines the wider world of the Early Years sector.

To maximise the benefits of your learning journey to ensure you develop into a valued and integral part of your team, both your employer or work experience provider and your immediate supervisor need to take an active role in your learning programme. This will help your confidence and develop you to quickly become a productive team member.

The diagram (opposite) explains the learning journey you will undertake whilst on your programme. At all stages,

you, your employer or work experience provider, supervisor and the C2C trainer/assessor need to be involved.

Initial assessment:

Before you can be enrolled onto an apprenticeship programme or traineeship, C2C assesses your current skills and abilities, including maths and English, and agrees which programme would be most suitable for you and your employer's or work experience provider's business needs.

Induction:

As with any new staff member, the employer will carry out an induction with you. C2C supplements this with an induction to the apprenticeship or traineeship programme detailing all aspects of the framework and legal requirements of the Early Years sector.

Learning input:

As you learn and gain practical skills at the workplace, C2C will provide additional training to enhance knowledge and understanding in order to help you achieve the technical certificate.

Review of Learning:

Regular visits and recorded reviews by C2C's trainers help keep you motivated and on track to complete your programme. A review visit supported by the workplace supervisor gives you a rounded picture of how you are progressing in your programme and sets targets for the future development.

Assessments:

These involve you, your supervisor and C2C staff checking that you are succeeding and meeting the industry set standards for your qualification.

Completion of programme:

Before your certificate can be ordered, C2C quality assurers will sample assessment decisions to ensure that all the assessment criteria have been met. Quality assurers monitor the training and assessment process across all C2C trainers and they are responsible for requesting certification.

Evaluation and Progression:

This involves reviewing the completed programme and ascertaining any further development that may benefit your career.



Children and Young People's Workforce

Early Years professionals contribute to the care and education of babies, toddlers and children, which is a truly worthwhile role.

Opportunities

Working with children is both a rewarding and demanding experience. You will develop knowledge and skills relating to the Children and Young People's Workforce (i.e. those working with children aged 0-19, primarily within Early Learning and Childcare).

The starting salaries for a Nursery Worker are between £14,000 and £17,000. Room Leaders can earn between £17,000 and £22,000. Deputy Managers earn up to £24,000. Nursery Managers can earn up to £45,000 a year. Nurseries are often open from around 7am to 6pm. You'll usually work up to 8 hours a day. You may also have to work Saturdays and some evenings to cover events like parents evenings. You could also specialise as a pre-school practitioner or a safeguarding officer.



Career Progression

Intermediate
Apprenticeship for The
Children and Young
People's Workforce

Nursery/Pre-School/
Playgroup/
Childminder Assistant

Early Years Educator/
Practitioner/Supervisor/
Room Leader



Requirements

You should be at least 16 years old. You will need to be committed to providing high quality care, have a sense of fun, limitless energy, patience and empathy. You will need excellent communication skills to work in partnership with children and their families. You will have the opportunity to be imaginative and creative when establishing enabling environments for the children in your care.

Apprenticeships



**Intermediate
Apprenticeship for the
Children and Young
People's Workforce**



**Advanced Apprenticeship
for the Children and
Young People's
Workforce**

Childminder/
Home Based
Practitioner

Deputy Manager

Manager

Career development

In addition to our range of professional qualifications, C2C is able to create bespoke training solutions tailored to your specific needs. We partner with professional training organisations so we can offer a variety of short courses to help you develop your knowledge and comply with legislation.

Whether it be soft skills like communication and teamwork or compliance training in food safety or manual handling, we will work with you both pre-event and post-event to ensure that you receive the highest level of training and understanding from our expert trainers.

If you would like to benefit from a tailored offering of one of our existing qualifications, a low cost 'straight off the shelf' training programme or a bespoke training course developed to meet your specific needs, we would welcome the opportunity to work with you to create a personalised programme.



Online learning



ForSkills learning resources for functional skills English and maths

ForSkills resources provide access to a wide range of English and maths learning materials. These functional skills are an integral part of the apprenticeship programme. The initial assessment process and diagnostics identify your current confidence and level of learning. Working with your C2C trainer the ForSkills resources provide you with access to a range of learning resources that meet your needs. You can work on activities and exercises in your own time as well as with the C2C trainer. The resources are available online or in hard copy format.

E Portfolio

At C2C, we use E Portfolios to collect your evidence and carry out quality assurance activities. Using E Portfolio allows you to gather and organise evidence for your qualification on your own personalised online assessment page. The E Portfolio can be accessed anywhere and at any time thus allowing you to fit your work for your qualification into your busy life. Your C2C trainer will give you your login details.

Using E Portfolio also allows us to monitor your progression throughout your programme. By using an E Portfolio system, we can be in regular contact with you, answering your queries, supporting with learning materials and marking the work that you do. You can see when we have been looking at your work, thus motivating you to complete more targets as you go along. We will update your employer with any relevant feedback as to your progress thereby keeping the experience as holistic and mutually beneficial as possible.

Equality and safety

Equality and Diversity

C2C operates a policy of equality and diversity. We welcome applications from everyone who is eligible. We comply with the Equality Act 2010. You have the right to be treated with dignity and respect. Nobody should be subjected to

discrimination, bullying, harassment or victimisation in any way. You also have a responsibility to ensure that you do not discriminate against others and treat everyone equally, with dignity and respect.

Health and Safety

As a C2C learner you are entitled to:

- A safe, healthy and supportive environment, wherever learning takes place
- An induction to health and safety when starting your learning or training and at each new location or placement
- Full information on the provider's (and where appropriate, the work placement or employer's) health and safety policy, responsibilities and procedures
- Information on supervision arrangements
- Information on any risks associated with the learning programme
- Advice on, and available free access to, suitable personal protective equipment and facilities
- Training on health and safety issues and appropriate use of equipment
- Information on restrictions which apply to any action or activity on the part of the learner, for example restrictions on the use of certain machinery or vehicles
- If you have an accident at work that is RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable and investigated by the Health and Safety Executive, C2C may be required to assist in the investigation
- You also have a responsibility to work in line with your workplace's health and safety procedures and ensure that you do not put yourself or others at risk of illness or injury.

Your personal responsibilities

As a learner with C2C you will have responsibilities to work in line with relevant laws and to ensure you complete your learning programme. You must agree:

- ▶ To work for the employer to the best of your ability in accordance with the employer's policies and procedures, under the terms of the apprenticeship agreement and the employer's terms and conditions of employment.
- ▶ To agree with the employer and C2C an individual learning plan. The individual learning plan will be delivered during contracted working hours and will set out how the requirement of the apprenticeship standards will be met with relevant timescales.
- ▶ At work and off-the-job training to be diligent and punctual and attend planned meetings, keep records, take part in and contribute to the review process/professional discussions.
- ▶ To undertake any assessments and assignments necessary to achieve the apprenticeship standard.
- ▶ To give consent for the filming, taking of digital and photographic evidence and voice recordings for the purpose of assessment evidence, social media or marketing activities.



Appeals procedure and data protection

If you are dissatisfied with any aspect of your apprenticeship assessment, you have the right to appeal against the decision. You may appeal because:

- ▶ You do not feel you had a fair assessment.
- ▶ You think your trainer did not consider all your evidence.
- ▶ You suspect the trainer did not understand you.
- ▶ You disagree with an assessment outcome or test result.
- ▶ You feel you were not adequately prepared for your assessment and the assessment was not appropriately planned for.
- ▶ The administration and execution of any tests were disruptive or the test requirements were not fully explained to you.

Your trainer will attempt to rectify your appeal and if necessary set up a meeting with the C2C manager or the quality assurer. If this meeting cannot resolve your concern, the appeal will be progressed to a senior member of the quality team and they will provide recommendations for resolution. Final appeal can be made to the awarding organisation if you are still not satisfied with C2C's decision. Should this fail to bring your appeal to a satisfactory outcome, we will forward your appeal to the sector verifier at the awarding organisation for their verdict.

Safeguarding

C2C is strongly committed to practices that protect children and young people at risk from abuse, neglect or significant harm involved in safeguarding. The company also recognises that it has a responsibility to protect staff from unfounded allegations or abuse. The company will ensure it has at least one nominated person responsible for the development and discharge of any C2C procedures in relation to safeguarding. For more information on our safeguarding policy, ask your trainer or visit the C2C website.

Prevent

We have a duty to safeguard our apprentices. Prevent is about safeguarding our apprentices to keep them both safe and within the law. The Prevent duty is not about preventing apprentices from having political and religious views and concerns but about supporting you to use those concerns or act on them in non-extremist ways.



British values

British values are defined as 'democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'; we will be encouraging you to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

Complaints

At C2C we do everything we can to make sure you receive the best possible service. However, sometimes we don't get things right. When this happens please let us know and we will ensure that we fully investigate your complaint and do everything we can to put things right.

Data protection

The information you provide on your registration form, the results from your initial assessment and other forms required for your apprenticeship or traineeship, will be stored electronically and manually to assist us with record keeping and for statistical and research purposes. It may be passed to other relevant agencies such as the awarding organisation or the government funding and apprenticeship agencies (Education and Skills Funding Agency, European Funding Agency, National Apprenticeship service).

C2C's service promise

At C2C we are fully committed to providing you with the training, support and guidance that you will need to achieve your qualifications.

All of our staff have worked in the industry and gained valuable experience and understanding of what learners and employers need. We really can put you first!

Since 2008, C2C has supported more than 20,000 learners at over 10,000 employer sites across the country. We have a good reputation for learners achieving their qualifications and securing jobs. All of your details are kept in a secure location by C2C to prevent unauthorised access.



Information, advice and guidance

Part 1 - Personal Wellbeing

Everyone's concerned about their future, but sometimes a little help can make all the difference. Here are some organisations and websites which might be of interest. Don't forget to contact your local council, they may also be able to provide financial and practical help or may know of local organisations which might be able to help you.



**citizens
advice**

Citizens Advice

Citizens Advice helps people resolve their legal, money and other problems by providing free, independent and confidential service. They have practical up-to-date information on a range of topics including benefits, housing, employment rights, discrimination, debt and tax issues. Their website provides very useful information and details of your local office.

www.citizensadvice.org.uk



Dementia Friends

People with dementia get by with a little help from their friends. And anybody can become a Dementia Friend. It's just about understanding a bit more about dementia and the small things you can do to help people with this condition.

www.dementiafriends.org.uk • 0300 222 5855



Alcoholics Anonymous

If you think you have trouble with your drinking or your drinking has reached the point where it worries you, talk to Alcoholics Anonymous and their programme of recovery from alcoholism. Determine for yourself whether or not alcohol has truly become a problem for you by checking the AA website.

www.alcoholics-anonymous.org.uk • 0800 9177650

Information, advice and guidance



Nacro

Nacro is the leading charity in England and Wales dedicated to making society safer by reducing offending. Their practical services give offenders and those at risk of offending the skills, support and motivation they need to change their lives for the better. Each year Nacro helps over 80,000 people through more than 300 projects.

www.nacro.org.uk • 0300 123 1999

**SAMARITANS**

Samaritans

The charity provides confidential non-judgemental emotional support 24 hours a day for anyone experiencing feelings of distress or despair, or even suicide. Whatever you're going through, whether it's big or small, don't bottle it up. They're there for you if you're worried, feel upset or confused, or just want to talk to someone.

www.samaritans.org • 0845 116123

Shelter

Shelter

Shelter is a charity that works to alleviate distress caused by homelessness and bad housing. They do this by giving advice, information and advocacy to people in housing need. They cannot house you, but they can give you confidential help with all kinds of housing problems.

www.shelter.org.uk • 0808 800 4444

FRANK

Frank

24 hours a day, 365 days a year, FRANK is around to give you free information on drugs. Ring FRANK anytime and speak to a friendly adviser who's professionally trained to give you straight up, unbiased information about drugs. It's totally confidential, they won't ask for your name or repeat your conversation to others.

www.talktofrank.com • 0300 123 6600



NHS Choices

NHS Choices provides information about health advice to accessing NHS services and all aspects of healthy living from quitting smoking to diet and mental health. It can help you find a dentist, a GP and even compare hospitals. NHS Direct provides medical advice online with a telephone based service to help you 24/7.

www.nhs.uk • NHS Direct: 0845 4647



ChildLine

ChildLine is the free helpline for children and young people who can talk about any problem, their counsellors are always here to help and sort it out.

www.childline.org.uk • 0800 1111



NSPCC

NSPCC aims to mobilise everyone to take action to end child cruelty, to give children the help, support and environment they need to stay safe from cruelty, to find ways of working with communities to keep children safe from cruelty and to be, and be seen as, somewhere to turn for children and young people.

www.nspcc.org.uk • 0808 800 5000

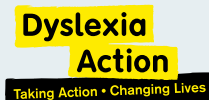


Google

Find whatever you are looking for on the web. Try Google for support services, learning opportunities, job vacancies, company research and much more.

www.google.co.uk

Information, advice and guidance



Dyslexia Action

Dyslexia Action helps ensure that all people with dyslexia are identified and then educated to allow them to fully develop to become successful.

www.dyslexiaaction.org.uk • 01784 222 304



BACP

The BACP is the organisation of registered counsellors in the UK. Their website allows you to search for therapists in your area and view their specialisms.

www.bacp.co.uk • 01455 883 300



One Voice

One Voice is a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. The charity also supports their families, carers and professional workers.

www.1voice.org.uk • 01902 810 016



Kidscape

Kidscape is committed to keeping children safe from abuse, and is the first charity in the UK established specifically to prevent bullying and child sexual abuse. Kidscape believes that protecting children from harm is key.

www.kidscape.org.uk • 020 7730 3300



The Money Advice Service

This is a free and impartial money advice service, set up by government to provide advice and guidance to help improve finances, to keep track and plan ahead and provide support in person, over the phone and online.

www.moneyadviceservice.org.uk • 0800 138 7777

Part 2 - Career Development

Whether you'd like to find out about getting more qualifications, or completing your course, you might like some ideas about what to do next and where to go for information. Your C2C trainer will be able to tell you about what else we can offer or refer you to someone or an organisation that can.



ACAS

The Advisory, Conciliation and Arbitration Service aims to improve organisations and working life through better employment relations. Whether you're an employer or an employee you can get free advice from this website or by calling the telephone helpline.

www.acas.org.uk



Apprenticeships

Apprenticeships

Whether you are an individual looking for an apprenticeship or an employer looking for an apprentice, there is a wide range of information available to help you decide if apprenticeships are the right route for you.

www.apprenticeships.org.uk • 0800 954 8896



National Careers Service

The National Careers Service provides information, advice and guidance across England to help you make decisions on learning, training and work. The service offers confidential and impartial advice and is supported by qualified careers advisers.

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

Information, advice and guidance

Part 3 - Professional Organisations, Trade Associations, Charities and Public Authorities

Professional organisations and trade bodies can be extremely helpful for information and for meeting fellow practitioners. Membership of a professional organisation shows commitment to your career and you can benefit from the many opportunities and facilities open to members, which may include career advice and further training opportunities.



GMB

GMB is a general union which means that anyone can belong to it. GMB has almost 631,000 members working in every part of the UK economy. GMB has one job and that is to improve the pay and conditions of GMB members in their workplaces.

www.gmb.org.uk • 020 7391 6700

Chartered Institute of
Environmental Health



Chartered Institute of Environmental Health

Chartered Institute of Environmental Health is a professional, awarding and campaigning body for public health and safety. It provides qualifications, events and support materials for health and safety to develop workplace skills.

www.cieh.org • 020 7827 5800



IOSH

As Europe's leading body for occupational safety and health, IOSH provides free training tools, a risk management toolkit and reports on occupational health and safety.

www.iosh.co.uk • 0116 257 3100



THE BRITISH INSTITUTE OF CLEANING SCIENCE

BICS_c

BICS

BICS is an independent professional and educational body within the cleaning industry. Its members include individuals, contract cleaners, local authorities and suppliers.

www.bics.org.uk • 01604 678 710



HSE

The HSE's job is to protect people against risks to health or safety arising out of work activities. It does this through research, information and advice, promoting training, new or revised regulations and codes of practice, inspection, investigation and enforcement. It is also responsible for RIDDOR, Reporting Injuries Diseases and Dangerous Occurrences Regulations, which places a duty on employers, self-employed people and those in control of premises to report work-related deaths, major injuries or over three day injuries, work related diseases and dangerous occurrences (near miss accidents).

www.hse.gov.uk • www.hse.gov.uk/riddor



Fire Protection
Association

FPA

As the UK's national fire safety organisation, the association provides advice, guidance, recommendations and codes of practice. It produces some particularly relevant resources, such as DVDs for fire safety in care homes and nurseries.

www.thefpa.co.uk • 01608 812 500



Stonewall
Acceptance without exception

Stonewall

Promoting equality and justice for lesbians, gay men and bisexuals, Stonewall campaigns and works with a range of agencies and organisations to address the needs of lesbians, gay men and bisexuals in the wider community.

www.stonewall.org.uk • 020 7593 1850

Information, advice and guidance



British Nutrition Foundation

The foundation promotes the wellbeing of society through the dissemination of knowledge and advice on the relationship between diet, physical activity and health. The site provides healthy eating and nutritional information, as well as recipes.

www.nutrition.org.uk • 020 7557 7930



The Nutrition Society

Nutrition Society is the largest learned society for nutrition in Europe. It's aimed at professionals and produces a range of academic publications. The society is a not for profit, membership organisation. Those with a genuine interest in the science of human or animal nutrition can become a member.

www.nutrition-society.org



Food Standards Agency

The Food Standards Agency provides advice and information to the public and the government on food safety, nutrition and diet. It also protects consumers through food enforcement and monitoring.

www.food.gov.uk • 020 7276 8829



Vegetarian society

Promoting understanding and respect for vegetarian lifestyles, the Vegetarian Society is the oldest vegetarian organisation in the world. It also offers courses in vegetarian cookery to professional chefs and the general public.

www.vegsoc.org • 0161 925 2000



GOV.UK

Gov.uk

Just like it says on the box, this is the portal to everything the government does that might interest or affect you. If you want to know something about the government you'll find it here.

www.gov.uk



Community Care

This organisation is inspiring excellence in social care. Read the latest social work and social care news, opinion and analysis and find your perfect social work or social care job.

www.communitycare.co.uk



Caring UK

Caring UK is the number one magazine for managers in the elderly care sector. The editorial pages feature top columnists, parliamentary and legal updates, news, people stories, event and exhibition previews, conference coverage, diary dates and business and property news.

www.caring-uk.co.uk



Skills for Care & Development
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Skills for Care and Development

Skills for Care and Development is the sector skills council for people working in early years, children and young people's services, and those working in social work and social care for adults and children in the UK.

www.skillsforcareanddevelopment.org.uk • 0113 241 1240

Information, advice and guidance



Alzheimer's Society

The Alzheimer's Society is the UK's leading dementia support and research charity. They provide information and practical and emotional support to help people live well with dementia, and they invest in world-class research with the ultimate goal of defeating it.

www.alzheimers.org.uk • 0300 222 1122



Bild

Bild is the British Institute of Learning Disabilities. They want people with learning disabilities to be valued equally, participate fully in their communities and be treated with dignity and respect.

www.bild.org.uk • 0121 415 6960



Mind

Mind provides advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding.

www.mind.org.uk • 020 8519 2122



Health Education England

Health Education England supports the delivery of excellent healthcare and health improvement to the patients and public of England by ensuring that the workforce of today and tomorrow has the right, skills, values and behaviours, at the right time and in the right place.

www.hee.nhs.uk

social care
institute for excellence



Social Care Institute for Excellence (SCIE)

SCIE improves the lives of people who use care services by sharing knowledge about what works. They work closely with related services such as health care and housing.

www.scie.org.uk • 020 7766 7400



Hospitality Action

Hospitality Action has offered vital assistance to all who work, or have worked within hospitality in the UK and who find themselves in crisis.

www.hospitalityaction.org.uk • 0203 004 5500



**Department
for Education**

Department for Education

The Department for Education is responsible for children's services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England.

www.gov.uk/government/organisations/department-for-education



Ofsted

Ofsted is the Office for Standards in Education, Children's Services and Skills. They inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.

www.gov.uk/government/organisations/ofsted

Contact us, we are near you

With offices countrywide, we're on your doorstep

Avon

Portishead, Bristol

Bedfordshire

Wyboston

Berkshire

Reading

Buckinghamshire

Kirtlington

Cambridgeshire

Wyboston

Cheshire

Stretford, Manchester

Cleveland

Stanley, County Durham

Cornwall

Newton Abbot

Cumberland

Penrith

Cumbria

Penrith

Derbyshire

South Normanton

Devon

Newton Abbot

Dorset

Wimborne

Durham

Stanley

East Suffolk

Bury St Edmunds

East Sussex

Bolney

East Riding of Yorkshire

Wetherby

Essex

Basildon

Gloucestershire

Almondsbury, Bristol

Greater London

Chancery Lane

Greater Manchester

Stretford, Manchester

Hampshire

Fareham

Herefordshire

Worcester

Hertfordshire

Watford

Humberside

Wilthorpe, Barnsley

Huntingdonshire

Wyboston

Kent

Thanet,
Broadstairs/Chatham

Lancashire

Penrith

Leicestershire

Loughborough

Lincolnshire

Lincoln

London

WeWork Chancery Lane,
Fox Court

Merseyside

Stretford, Manchester

Norfolk

Norwich

Northamptonshire

Hatton (South) /
Loughborough (North)

Northumberland

Stanley, County Durham

North Humberside

Wetherby

North Yorkshire

Wetherby

Nottinghamshire

Nottingham

Oxfordshire

Kirtlington

Rutland

Loughborough

Shropshire

Worcester

Somerset

Portishead, Bristol

South Humberside

Lincoln

South Yorkshire

Wilthorpe, Barnsley

Staffordshire and

Black Country

Stafford

Suffolk

Norwich

Surrey

Leatherhead

Tyne and Wear

Stanley, County Durham

Warwickshire

Hatton

West Midlands

Alvechurch, Birmingham

Westmorland

Penrith

West Sussex

Bolney

West Yorkshire

Wilthorpe, Barnsley

Wiltshire

Portishead, Bristol

Worcestershire


Worcester

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C2C Early Years Guide
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