

*Your  
Apprenticeship  
Experts*

# APPRENTICESHIP EMPLOYER UPDATE

May 2022





**Welcome to our Apprenticeships update. We hope you had a brilliant start to 2022 and that the rest of your year is a safe and peaceful one.**

Read about new developments and how we can continue to support your Apprenticeship programme.

At PTS, we pride ourselves on the level of support and customer service we provide. Prospect Training Services can assist your business in the areas of:

- Business Administration
- Customer Service
- Team Leading

By working with PTS, you gain the expertise of our professional Apprenticeship, HR and Recruitment team. We will discuss your needs and ensure you have the best financial package, plus we'll keep you informed of any updates.

Apprenticeships are extremely successful in creating a workforce with the relevant skills, knowledge and experience. Apprentices will work with you to learn and improve, taking pride in their new skills and giving you high levels of effort and loyalty in return.

Apprentices benefit their employer, using every opportunity to make progress, adding value, motivation and enthusiasm to your workforce.

Thank you for working with Prospect Training Services and taking part in this worthwhile initiative. We are always here to support you.

**For more information:**

**Ewen Saunders (Commercial Director)**

**01452 886 888**

**[ewens@trainandrecruit.com](mailto:ewens@trainandrecruit.com)**



*What's new?*

# MENTAL HEALTH SUPPORT

From the 1st of July, **Access to Work Mental Health Support** Service has facilities that allow you and your employees to receive free support for their mental health. This is delivered through Able Futures who have teamed up with Case-UK Limit to deliver this throughout the South West of England.

A mental health specialist can be assigned to your employees and can provide them with lessons on how to use coping mechanisms as well as therapy to help with the issues they are struggling with. Able Futures can also work with you to help make adjustments to suit your employee's needs.

This support consists of nine months of confidential advice, guidance and support that is free and can help your employees with their:

- Anxiety
- Depression
- Stress
- Bereavement
- Seasonal affective disorder (SAD)
- Mental wellbeing
- Sleep
- Eating and drinking

The service is flexible and is tailored to suit your needs. This can be done face-to-face or via the telephone and is 100% confidential.

## You can apply if your employees:

- Are aged 16 or over.
- Are currently working in a job or apprenticeship, about to start working or furloughed.
- Have mental health issues that affect their work.

To find out more, visit [www.able-futures.co.uk](http://www.able-futures.co.uk) or contact them via email at [hello@able-futures.co.uk](mailto:hello@able-futures.co.uk) or telephone on **0800 321 3137** from 8am to 10.30pm, Monday to Friday.

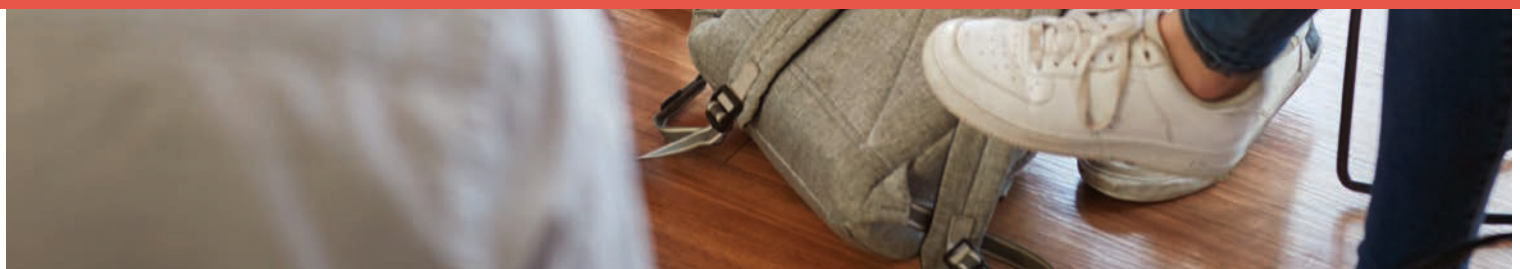




# OPEN EVENT

On the 5th of May at 4:30 pm, we are holding a Networking Event at our Mill Place Centre. This event will allow you to talk with our team about how we can potentially support you. We can also help you develop your staff and recruit new talent with apprenticeships to improve your organisation's business outputs.

Please come and join us! For more information or to confirm that you will be attending, contact **Sarah Rattenbury** on **01452 300 255** or by email at [sarahr@ptsyouth.co.uk](mailto:sarahr@ptsyouth.co.uk)



# CASE STUDY

## Gloucester City Homes - Sam Baller and Vicky Redding

For over 20 years, PTS has helped many companies find the right recruit. They were contacted by Gloucester City Homes (GCH), a housing association looking for an apprentice to work in their HR department. PTS worked alongside the recruiting manager to develop an advert and recruitment strategy for the role, advertise the vacancy and provide them with a shortlist for the interview stage. Each individual was a brilliant candidate for the job; however, GCH chose to take on PTS learner Sam Baller.

Before his Apprenticeship, Sam had no experience working a full-time job or in an office. He had a part-time job in retail and was studying to become a drama teacher. Sam felt that teaching wasn't for him, but he really enjoyed his job. However, when lockdown happened, he could not attend school or go to work. Instead, he came to PTS and took on an Apprenticeship in Business Administration, which he is still on. Sam wanted to develop a career in the office environment that can use his great people skills.

So far, Sam has helped with maintaining compliances on mandatory training courses and following processes to book training directly from suppliers. There were times when Sam has had to work from home; however, the team at GCH checked in on him daily. As the rules for home working have now changed, they are looking to have Sam in the office for one or two days a week to help him feel part of the company.

Sam also has fortnightly remote visits with his tutor, Chrissie Howe. Together, they cover the modules Sam is taking and discuss any feedback he has received from previous sessions. Sam has already taken his safeguarding, English and maths modules. "The staff at PTS have been responsive and flexible to any specific needs I have," Sam said. "My tutor for my course is knowledgeable and is easy to talk to and learn from."

The staff at PTS support Sam to make sure that he stays on track with his tasks and completes his work on time. "The program is intriguing and relevant to my job role," he said. "The support provided by PTS and my tutor has been brilliant. I felt I knew what was expected of me at all points in the apprenticeship and felt comfortable to ask questions whenever I didn't understand anything."

Vicky Redding, his manager at GCH, has and continues to work closely with Sam during his placement. She feels that the communication and support from PTS have been excellent. "PTS helped us to find a great candidate and have supported him well," she commented. "Ensuring that he stays on track with his apprenticeship and gets the most from the opportunity to learn on the job." Vicky and her team are extremely pleased with Sam's work and effort so far. "Sam has been an asset to GCH since he joined," she said. "He is extremely personable, enthusiastic and willing to learn. It has been a steep learning curve for him, but he has risen to the challenge and is growing in confidence."

Sam has also felt that the Apprenticeship has been going well. "Vicky and GCH have been really supportive throughout my apprenticeship. They have given me plenty of time to complete my course and have provided me with support and information when needed. Vicky has helped me accustom to an office-based role and has provided me with lots of resources to aid in time management and other areas for me to improve."

Overall, Sam is extremely pleased with PTS and would recommend the Apprenticeship he is on to others. "They have been really supportive throughout to course," he said. "The course itself is very relevant and useful in any business setting/job role I may wish to go into in the future." He is looking forward to the rest of his time with PTS and GCH.

If you are interested in our apprenticeship opportunities, contact Ewen Saunders on **01452 886 888** or email: **[ewens@trainandrecruit.com](mailto:ewens@trainandrecruit.com)**



*Our continued service to you ...*

# PREVENT & SAFEGUARDING UPDATE FOR EMPLOYERS

Prospect Training Services have a legal responsibility to safeguard and promote the welfare of their learners and staff, and to ensure they operate within the law. As an employer providing work related learning you also have a duty of care for your learner's health and wellbeing. The PTS Safeguarding Team are here to support and advise you on how to do this:

## Safeguarding at PTS

We have a robust safeguarding policy and procedure in place which all of our learners are informed of as part of their induction. This information is made available to our employers and can be requested at any time. We strive to keep our learners safe and ensure that they know they can access support at any time during their programme.

### Reporting Safeguarding Concerns:

If a learner discloses anything that gives you reason to suspect that they may be at risk of harm, you should:

1. Listen carefully and take what is being said seriously.
2. Tell the learner you have a duty to report concerns.
3. Tell the learner you cannot promise confidentiality.
4. Write down what the learner says in their own words.
5. Email the PTS Safeguarding Manager [katew@ptsyouth.co.uk](mailto:katew@ptsyouth.co.uk) (please do not include any sensitive information in the email and please only use the initials of the learner). If you would prefer to call and ask for advice you can contact **Kate Whereat** on **01452 300 255** to discuss your concerns.
6. You will be advised on what actions will be taken and fully supported to submit your concern/referral in a secure way.
7. PTS have a Child Protection Online Management System (CPOMS) in place to record and monitor all concerns raised about their learners, so it is vital that you report your concerns as soon as possible, no matter how big or small you think they might be.

### The use of Microsoft TEAMS Virtual Learning

As the country is easing out of the restrictions put in place due to Covid-19, we are now able to meet with our students face to face. However, your apprentice can continue to have 1:1 sessions with their assessor if this is what they require. Please rest assured that this has been fully risk assessed for us to keep the apprentice safe from online harm. We have provided each apprentice with a Virtual Learning Code of Conduct and their assessor will ensure that they are aware of the safeguarding protocols ahead of each virtual session. There may be occasions where you could be asked to take part in a 3-way review on Teams, we hope you will find this different way of working enjoyable and that it will help you to play an important part in your apprentice's journey. If you have any comments or concerns relating to the use of Microsoft Teams please let us know, your feedback is important to us!

## Learners & Prevent

All of our learners will cover the online training modules listed below as part of their apprenticeship or study programme:

- Radicalisation
- British Values
- Equality and Diversity
- Keeping Themselves Safe Online

If you would like to view these modules, or even complete them yourself to increase your awareness and knowledge in this area, you can access the Side by Side resources at:

[www.etflearners.org.uk/login/index.php](http://www.etflearners.org.uk/login/index.php)

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We have also introduced an Action Counters Terrorism course for all learners. This is a mandatory part of our programme which covers:

- Introduction to Terrorism
- Identifying Security Vulnerabilities
- Identify and Responding to Suspicious Behaviour
- Identify and Deal with a Suspicious Item
- What to do in the Event of a Bomb Threat
- How to Respond to a Firearms Attack

Each learner will be awarded with a certificate after completing this course and we hope that this will further enhance their skills in the workplace and provide them with the knowledge to keep themselves and your employees safe.

The UK's threat level for terrorism has now risen to severe. This means that a terrorist attack is highly likely, so we must remain vigilant and continue seeking help and support for those we feel are at risk of radicalisation. Please remember that any changes in behaviour or increased vulnerability, such as being isolated, can increase the risk of radicalisation. If you have a concern regarding an apprentice, please contact our safeguarding team for advice and support. For more information, visit [www.mi5.gov.uk/threat-levels](http://www.mi5.gov.uk/threat-levels)

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**If you would like any further information on Prevent or Safeguarding please contact:**

**Kate Whereat on 01452 300255 or [katew@ptsyouth.co.uk](mailto:katew@ptsyouth.co.uk)**









We are pleased to introduce the PTS Community Learner of the Month Award, as employers you are invited to nominate for your apprentices to receive this monthly award – a nomination form will be coming your way soon!

Are you a positive member of the PTS Community?  
Do you uphold and share our core values – British Values!!!

There is a new monthly award, with a £10 voucher to be won! Here are some examples of how you can show that you are The PTS Community Learner of the Month...

Do you stay within the rules and follow Health & Safety guidelines in your work placement  
– **Rule of Law!!!**

Do you show kindness and respect to others in your group, even if they are different to you?  
– **Mutual Respect and Tolerance**

Do you actively take part in discussions and debates and get your voice across, knowing that you have a right to have your point of view, and influence change by using your vote?  
– **Democracy**

Do you get your point of view and ideas across in a way that people respect you and see you as an individual, are you true to who you are?  
– **Individual Liberty**

Our staff and your employers will be making nominations for this monthly award – so look out for the announcements – and it could be you!!!

PTS Community Learner of the Month



## Current Local Safeguarding Campaigns

We are sure that you will have heard through the news and media that a helpline and website has been launched called “Everyone’s Invited” ([www.everyonesinvited.uk](http://www.everyonesinvited.uk)). This is a movement to eradicate rape culture. Many brave people have come forward and provided testimonies of their experiences, we would like to send our upmost respect to those survivors for having the courage to speak out. Prospect Training Services fully support the Everyone’s Invited Movement. We would like to reassure our learners, employers, and staff that we are 100% committed to tackling these behaviours and this culture. Please see below the many ways in which we do this.

### Increase in spiking incidents

There has been an alarming increase in reports of spiking incidents in pubs and clubs across the country, including Gloucestershire. This is not only done by spiking someone’s drink, but there are also people randomly jabbing people with syringes. The government and the police are doing all they can to tackle this worrying trend. It is vital to raise awareness of this amongst young adults and ensure they know where to report these incidents and get support. Gloucestershire Constabulary has created an app called Flare where people can anonymously share their experiences. They would like victims to come forward and report it directly to them but understand that this is not always easy to do. Please encourage anyone who enjoys the Gloucestershire nightlife to download the app: [www.gloucestershire.police.uk/police-forces/gloucestershire-constabulary/areas/gloucestershire/services/flare-app/flare-app/](http://www.gloucestershire.police.uk/police-forces/gloucestershire-constabulary/areas/gloucestershire/services/flare-app/flare-app/)

If any of your apprentices have been affected by this, please let them know that they can contact PTS’ Safeguarding team for support.

### Zero Tolerance

We have a zero-tolerance approach to this across our centres and programmes. We pride ourselves on the care and support we provide to our community. PTS offer an open-door policy where any disclosure will be listened to and dealt with in a non-judgemental, professional manner by empathetic staff. We expect everyone to be treated with respect and do not tolerate any bullying or harassment of any nature. Our apprentices and work-based learners are fully supported by their tutors and assessors, as part of their induction they are made aware of the safeguarding reporting process. During the regular meetings they have with our team, we check-in on their well-being and offer a safe space to talk, should they need it. We provide them with the knowledge and information on the support that is available to them if they need to speak out. Our code of conduct clearly outlines how we expect our learners to behave whilst in our centres and in the workplace. This has been developed and reviewed in line with our learner voice meetings, where our learners discuss and outline how they expect to be treated.

### Safeguarding and Safer Recruitment Policy

The PTS community approach to safeguarding is what makes it so supportive. We have robust policies and procedures in place which outline how we recognise the risks posed to our young people. This includes Sexual Abuse, Sexual Violence and Harmful Sexualised Behaviour. We work closely with our local partner to ensure that when a disclosure is made the key agencies are involved, not only from a legal point of view, but more importantly to ensure the right support is provided to the individual. Our recruitment policy is developed in line with Safer Recruitment, which ensures that our staff team are individually selected with robust and stringent background checks in place.

PTS welcomes the current Ofsted review into safeguarding policies within schools, colleges, and training providers, and we will work hard to make any improvements, undertake any training, or follow any recommendations that are made as a result of the review.

**If you would like to find out more or would like any support with information and training for your staff team, please contact Kate Whereat on [katew@ptsyouth.co.uk](mailto:katew@ptsyouth.co.uk)**



# SUPPORT AVAILABLE

On behalf of the Department of Education, the Learning and Work Institute has created an online booklet that provides information on the type of support line managers can provide to apprentices on their placement. This booklet is also for supervisors, team leaders, section leaders, reporting managers and anyone who is looking for guidance on managing apprentices.

## **This guide includes:**

- The types of apprenticeships available.
- Off and on-the-job training.
- End point assessment.
- The importance of good line management.
- Key characteristics of good line managers.
- What to do as a line manager.
- How to prepare for the arrival of an apprentice.
- How to support an apprentice at the beginning, middle and end of their placement.
- Supporting apprentice's mental health.
- Support for line managers.

To access the booklet, go to the below link and download the PDF with the title **Line Manager Guide to Apprenticeships**.

[www.learningandwork.org.uk/resources/research-and-reports/improving-apprentice-experience/](http://www.learningandwork.org.uk/resources/research-and-reports/improving-apprentice-experience/)





# FUNCTIONAL SKILLS APPRENTICESHIP SESSIONS

**Does your apprentice need to brush up on their Functional Skills Maths, English or ICT to achieve their Apprenticeship with PTS?**

We are providing small group and 1:1 sessions for your apprentices if they need support. These sessions can be accessed virtually or face to face where possible.

To book a slot, please contact **Ewen Saunders** on **01452 886 888**.





Fully funded **workforce development** for your staff.  
Make sure your employees have the skills and knowledge  
they need for your business to succeed.

**As we embark on the road to recovery from COVID-19, does your business need staff training and upskilling?**

There are a range of Government funded schemes and training opportunities available to help you make sure that your workforce is trained and qualified. Not only will this help you make your employees work more effectively and efficiently, it will also help you to retain your team. Develop your team and invest in the skills of your workforce by using one of the following programmes. We at Prospect Training Services, can support your workforce to upskill and gain nationally recognised qualifications to support theirs and your businesses' development.

**We offer onsite fully funded\* courses such as:**

- ▶ English and/or Maths up to and including Functional Skills Level 2
- ▶ ESOL English and Maths
- ▶ Essential Digital Skills Qualification of Level 1 to upskill your staff with workforce ICT skills
- ▶ Employability support for current staff and any staff at risk of redundancy
- ▶ Step into Work Programme
- ▶ Level 2 Diploma in Business Administration
- ▶ Level 2 Diploma in Customer Service
- ▶ Get into Construction

*\*Specific eligibility criteria applies.*

We can deliver in workshops on your premises to small and large groups of staff to support your needs. Our programmes are tailored to your needs so please do not hesitate to access this funding to support the future of your workforce.

If you would like to discuss your workforce training needs, please contact James Groves on [jamesg@prospect-training.org.uk](mailto:jamesg@prospect-training.org.uk) or 07586 079 265.

[www.prospect-training.org.uk](http://www.prospect-training.org.uk)



# Level 2 Diploma in Business Administration

**We, at Prospect Training Services, can support your work force to upskill and gain nationally recognised qualifications to support your employees and business' development.**

This qualification is aimed at learners working within a business and administration role who wish to improve their knowledge and competency requirements of the Level 2 Diploma in Business Administration. This course will provide learners with a much wider understanding of the business environment and how it aligns to job roles, which can lead to better business efficiency.

**The Level 2 Business Administration Diploma will support and develop your employees in the following areas:**

- ▶ Principles of business document production and information management
- ▶ Managing personal performance and development
- ▶ Communication in a business environment
- ▶ Understanding administration processes and systems
- ▶ Can support with understanding of marketing, HR and social media processes
- ▶ Contributing to the development and implementation of an information system.



For more information to discuss your workforce training needs, please contact James Groves on [jamesg@prospect-training.org.uk](mailto:jamesg@prospect-training.org.uk) or 07586 079 265



## Level 2 Diploma in Customer Service

**We, at Prospect Training Services, can support your work force to upskill and gain nationally recognised qualifications to support your employees and business' development.**

This Level 2 Diploma in Customer Service is for learners who have a job, or want to work in a role in Customer Service. This qualification can assist those who wish to progress within their company and develop a wider range of skills in this industry.

**The Level 2 Customer Service Diploma will support and develop your employees in the following areas:**

- ▶ Principles of customer service
- ▶ Communication with customers
- ▶ Managing development
- ▶ Promotion of additional products
- ▶ Using social media to deliver customer service
- ▶ Health and safety procedures in the workplace



For more information to discuss your workforce training needs, please contact James Groves on [jamesg@prospect-training.org.uk](mailto:jamesg@prospect-training.org.uk) or 07586 079 265

For further information, please contact  
**Ewen Saunders (Commercial Director)**  
on **01452 886 888** or **07540 778 503**  
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