

Learner Guide

# Transform Your Career

Jumpstart Your Career with Itec Apprenticeships

# **Thank you** for choosing Itec Skills & Employment

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This Learner Handbook has been developed to provide you with the basic information you need upon starting an Apprenticeship programme with Itec Skills and Employment.

## **Contents**

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# Introduction to **Apprenticeships**

First let's get a big myth out of the way - Apprenticeships aren't just for young people leaving school. Our Apprenticeship Programme is open to everyone over the age of 16.

Apprenticeships combine practical training in a job with study. You will gain hands-on work experience, learn new skills and gain a nationally recognised qualification.

Apprenticeships allow you to earn while you learn. As an Apprentice you will:

- ▶ Work alongside experienced staff
- ▶ Develop job specific skills
- ▶ Earn a wage and get holiday pay
- ▶ Get time to study
- ▶ Boost your earning potential
- ▶ Get a full package of support, whatever your needs
- ▶ Have the opportunity for clear progression through the Apprenticeship level

It doesn't matter if you left school with a few qualifications, picked up a load of GCSEs, just finished college or graduated with a degree. There is an Apprenticeship level to suit every individual.

Apprenticeships are available in Welsh and bilingually. Allowing you to train and learn in your chosen language. Apprenticeships are available for people of all abilities. Your employer will work with you to ensure you get tailored support to meet your needs so that you can work confidently.

## **Apprenticeship/Level**

Foundation Apprenticeship - Level 2

Apprenticeship - Level 3

Higher Apprenticeship - Level 4/5

## **Equivalent Educational Level**

5 GCSEs / NVQ Level 2

2 A-levels / NVQ Level 3

HNC / HND / Foundation Degree

# BENEFITS OF WORK BASED LEARNING

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**Real-world Application:** Apply theoretical knowledge in practical settings, reinforcing concepts through hands-on experience.

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**Skill Development:** Acquire a range of essential skills, both technical and soft, crucial for success in the workplace.

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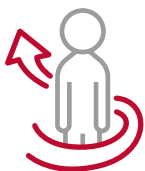
**Industry Exposure:** Gain insight into industry culture, norms, and practices. Work alongside experienced staff.

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**Networking Opportunities:** Build a professional network, opening doors to mentorship, job offers, and valuable industry insights.

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**Career Exploration:** Explore different facets of a profession, develop job specific skills and earn a wage whilst doing so.

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**CV Enhancement:** Develop a competitive edge with practical experience, showcasing employability and making the individual more appealing to potential employers.

# How long will it take?



**12 Months**  
(GCSE A\*-C)



**15 Months**  
(A Level)



**18 Months**  
(Diploma)



**18 Months**  
(Foundation  
Degree)

The length of time it takes to complete a qualification will also Depend on a number of other factors, such as:

- ▶ Your commitment to the Apprenticeship
- ▶ The commitment of your employer to the programme
- ▶ Additional work you can do between Assessor visits
- ▶ Keeping regular appointments



# What's **Involved?**

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Your Apprenticeship qualification will be delivered using a QCF (Qualification and Credit Framework), made up of three parts ( Main Qualification, Technical Certificate and Essential Skills).

Your Itec Assessor will meet with you regularly, either face to face or digitally. These will be pre organised with you or your employer. Additional work will be required to complete monthly and the amount of commitment will depend on the qualification/level.

## The Three Parts of Your Qualification

### **Main Qualification**

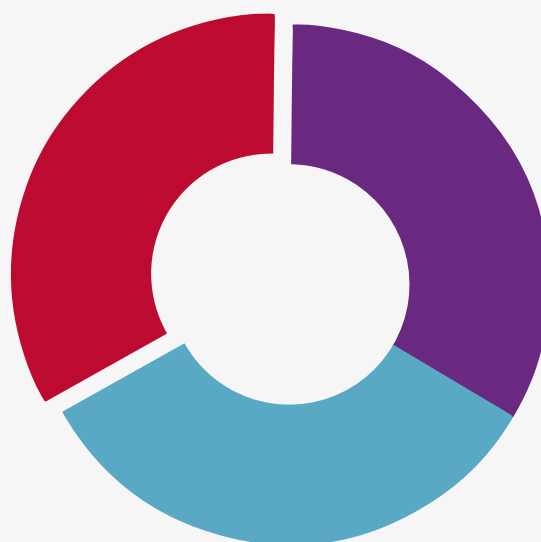
The main qualification includes mandatory as well as optional units that make up the qualification. Your Itec Assessor will support you through these units and set tasks to complete before your next appointment.

### **Technical Certificate**

Depending on the level and type of qualification the technical certificate may be combined into the qualification, in most cases this involves testing the technical theory behind the role.

### **Essential Skills**

Part of the Welsh Government agenda is to up skill Wales' workforce with the following key skills: - Application of Number, Communication and Digital Literacy. This takes place from the start of the programme, you will complete a diagnostic tool called Wales Essential Skills Toolkit (WEST) to determine your current numeracy and literacy level, which allows for the correct level of support to be put in place. Delivery of the Essential Skills includes controlled tasks that are completed with a member of the team being present and will usually take between 4 and 8 hours for each qualification.



- ▶ Main Qualification
- ▶ Technical Certificate
- ▶ Essential Skills

## Essential Skills Qualifications

Alongside your qualification, you will be required to complete a suite of Essential Skills as part of your Apprenticeship framework.

There are 3 separate qualifications which are part of these and cover Literacy, Numeracy and Digital Literacy skills.

### Literacy - Essential Communication Skills

- ▶ Speaking and listening
- ▶ Reading
- ▶ Writing

### Numeracy - Essential Application of Number Skills

- ▶ Understand numerical data
- ▶ Carry out calculations
- ▶ Interpret and present results findings

### Essential Digital Literacy Skills

- ▶ Digital responsibility
- ▶ Digital productivity
- ▶ Digital information literacy
- ▶ Digital collaboration
- ▶ Digital creativity
- ▶ Digital learning

## Wales Essential Skills Toolkit (WEST)

As part of the sign-up process, you will be required to undertake a series of initial assessments. Don't worry, it is not a test. It will help us to understand your current levels and put plans in place to support you to achieve the required level of Essential Skills which form part of your framework.

This online toolkit will support you in understanding your current levels and what you will need to do to achieve the required levels, along with continuing to develop your skills to reach your potential.

## Welsh Language Development

All learners will complete the Prentis-iaith Welsh Language Development course as part of your framework with us. Again, this is an online tool which will help to determine your current Welsh language levels and what you will need to work on to develop these skills.

### Already bilingual?

If you are a Welsh speaker, you will be able to undertake your learning bilingually. Meaning you can choose the elements of your Apprenticeship that you would like to complete through the medium of Welsh.

You will be able to discuss this during your initial meeting with your Assessor.

### Recognition of Prior Learning

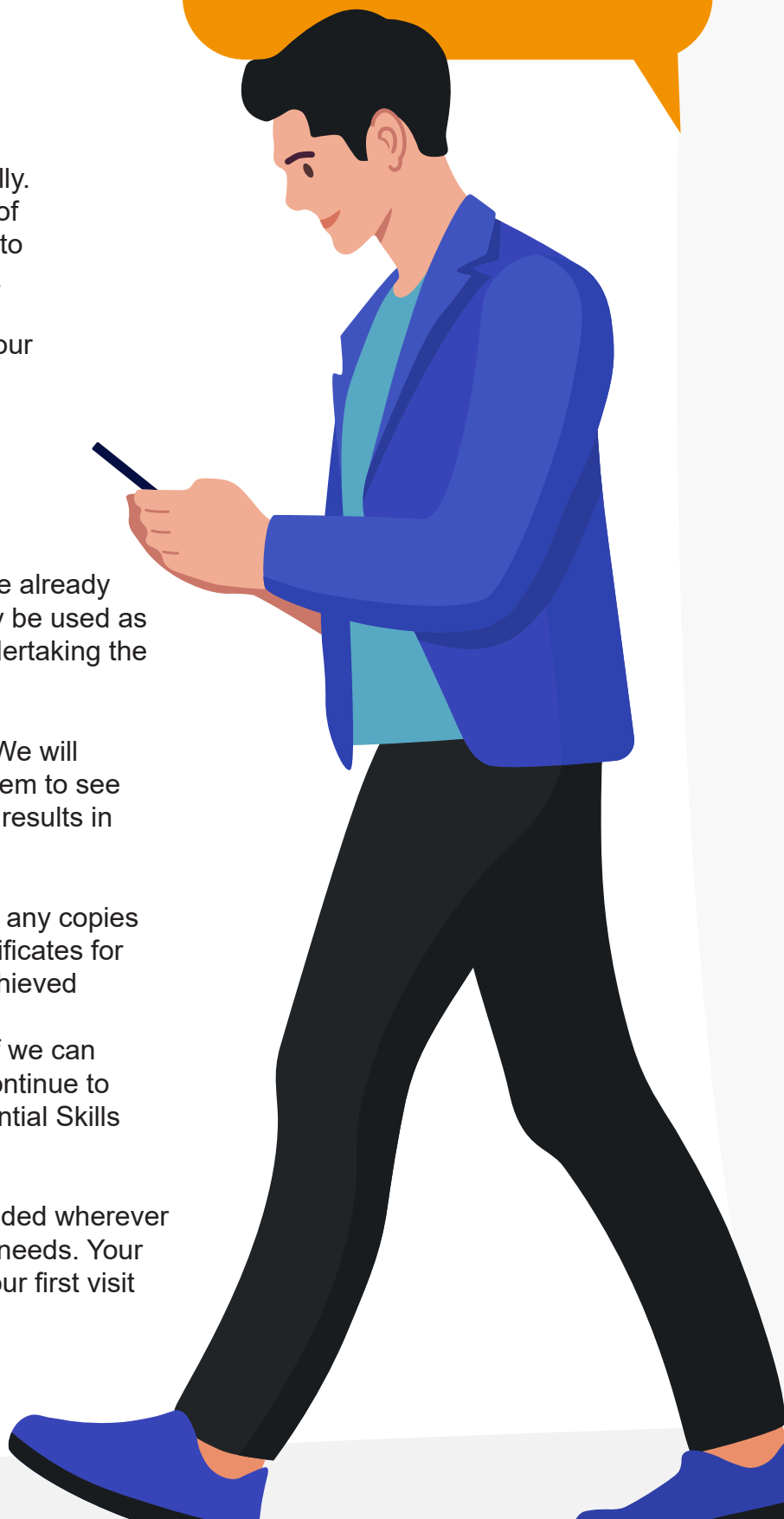
Some of the qualifications you may have already achieved for literacy and numeracy may be used as evidence of achievement instead of undertaking the essential skills qualifications.

- ▶ Learner Records Service (LRS) - We will complete a check on the LRS system to see if we are able to access your prior results in literacy and numeracy
- ▶ Prior Certificates - Please send us any copies of your literacy and numeracy certificates for qualifications you have already achieved
- ▶ Evidence of Achievement - Even if we can evidence prior learning, you will continue to develop your skills using our Essential Skills Toolkit.

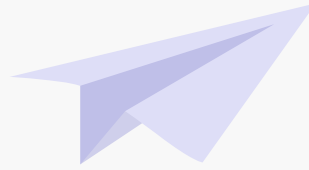
Additional learning support can be provided wherever required to suit your individual learning needs. Your Assessor will discuss this with you at your first visit and enable us to tailor your learning.

SUMAE

SHWMAE







Smart Assessor is an electronic portfolio to collect a learner's skills and knowledge. This is assessed by their tutor against a training standard or qualification and replaces paper portfolios.

Your account will be created and your log in details emailed over to you.

You will need to log into your Smart Assessor account and complete your online induction to program and add the following documents:

- ▶ CV
- ▶ Job Description
- ▶ Organisation Chart

You are now ready for your first meeting with your Assessor.

# Apprenticeship

## Sign-Up Process

A Business Account Executive (BAE) from Itec will guide you through the apprenticeship start process and answer any questions you may have. It is their job to ensure you have a full understanding of your chosen apprenticeship qualification and the requirements of the QCF.

*The key steps of the start process are detailed below*



### 1 Discuss the Qualification

We will discuss the chosen qualification with you to ensure you and your employer understands the level of commitment required for the programme, we are here to help and to ensure starting a qualification is as easy as possible so if you have any questions please ask!



### 2 Initial Assessments

You will be required to undertake a series of initial assessments prior to completing your application. Don't worry, it is not a test. It will help us to understand your current levels and put plans in place to support you as part of your framework. You will be asked to provide your CV, Job Description and Organisational Chart also.



### 3 Complete the Digital Application

When starting any qualification there is a number of online forms that must be completed to draw down the required funding for the qualifications. Please take your time when completing the forms and we will be on hand to support and answer any questions you may have whilst going through the forms.



### 4 Eligibility Evidence

We will need you to have evidence ready at the start of the appointment to ensure you are eligible to undertake an Apprenticeship. It is essential you provide appropriate evidence to enable us to verify that you meet the criteria.

\* Please find the criteria on the next page



### 5 Signature Collection

Once you have completed your application and submitted this to our Customer Support team, this will then be processed to make sure you are eligible to undertake an Apprenticeship. Once processed, we will then need to arrange to sign off these forms digitally with you and your employer to start your qualification.



### 6 Starting your Qualification

We will now arrange for you to meet with your assessor and complete your induction to the qualification. We will then look to make a start on activities towards your first unit.

## Eligibility Evidence to Start

Below is a list of the most commonly used evidence required. It is essential you provide appropriate evidence to enable us to verify that you meet the following criteria:

### 1 **Legal Right to Live and Work in the UK**

Evidence: National Insurance Letter/Card or Passport (Current) or recent wage slip and contract for employment

### 2 **Evidence of Previous Qualifications Gained**

Evidence: Please provide a copy of the highest qualification you have already achieved

### 3 **Evidence of Employment Status**

Evidence: A wage slip or contract of employment, which includes your location of work

### 4 **Proof of Age**

Evidence: One of the following: Birth Certificate, Driving Licence or Passport

### 5 **Proof of Home Address**

Evidence: One of the following: Driving Licence, Tenancy Agreement or Mortgage Statement, Wage slip, Bank Statement, Utility Bill or HMRC letter dated within the last 3 months.

\* We do not require all of the documents listed above. If you do not have some of these documents please discuss this with us and we can discuss alternative options.

## Learner Commitment

Apply himself/herself to his/her learning and assessment by attending regular sessions and other on or off the job learning events, being prepared for assessment, and actively participating in the planning and reviewing of their programme;

- ▶ Take responsibility for his/her own learning and development, this means completing work in your own time to ensure you stay on track with your qualification;
- ▶ Behave in a considerate and responsible manner, with due regard to his/her own and other's equality of opportunity and to the Health and Safety of others and self in his/her working and learning environment.

# Frequently Asked Questions

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## What is an Apprenticeship?

An Apprenticeship is a Work-Based training programme tailored to the sector in which you work, providing a combination of formal learning, on the job training and experience.

An Apprenticeship is suitable if you are a new or existing employee and ensures you have the practical skills and qualifications to support you to progress in your career.

## How long will it take?

Depending on your sector and job role an Apprenticeship generally takes between 12 and 18 months to complete.

You learn on the job and will be assessed by a member of our team whilst completing a portfolio of evidence.

You do not attend college so you do not need time away at another location. Your learning will fit around your job role, although you will be expected to complete some project work during working hours.

## Am I too old for an Apprenticeship?

No, Work Based Learning is open to everybody regardless of age. It is never too late to develop yourself and think about your future career.

## How much support will I receive?

We fully support you. A member of our team will visit you for assessment in your place of work. We are here to work with you and support you in your journey to gain the qualification.

## What does it cost?

As a learner, your training will be funded by Welsh Government, providing you meet the eligibility criteria.

## What is the eligibility criteria?

You must be working minimum of 16 hours per week, be paid at least minimum wage and not currently in any other education or training.

## I have a Degree, do I still qualify?

Yes, the only restriction may be the level of Apprenticeship you do.

## I am employed already, am I eligible too?

Yes, the framework is built for new and existing employees and is fully funded providing you fit the defined eligibility criteria for the programme. This is your chance to gain valuable in-work training, skills and qualifications.

## **Who are Itec?**

Itec was established over 40 years ago to meet emerging skills gaps; today we have grown to become one of Wales' largest providers of skills and employment services.

We have a team of over 200 employees and we have supported over 5,000 learners and worked in partnership with circa 1,000 employers per year. The employers we work with cover a variety of sectors including retail, customer service, business admin, financial, health and social care, manufacturing, hospitality and childcare.

## **What is involved when I sign up with Itec?**

An Itec representative will make the process as simple as possible. There is paperwork to complete and sign so we can draw down funding to pay for the qualification but we will aim to keep this to a minimum.

## **What grades are Apprenticeships equivalent to?**

- ▶ Level 2 – 12 Months (GCSE A\*-C)
- ▶ Level 3 – 15 Months (A Level)
- ▶ Level 4 – 18 Months (Diploma)
- ▶ Level 5 – 18 Months (Foundation Degree)

# Glossary of Terms

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## Technical Certificate

A technical certificate is a qualification, which provides you with extensive knowledge in your chosen area of study. It is a key component of the Apprenticeship programme and is designed to provide a clear understanding of the world of work.

## Apprenticeship Framework

An Apprenticeship framework is a definition of requirements for an Apprenticeship programme. It is used by training providers, colleges, and employers to ensure that all Apprenticeship programmes are delivered consistently and to agreed standards.

## Qualification & Credit Framework (QCF)

Vocational qualifications in the UK have been revamped by the introduction of QCF or Qualifications and Credit Framework model, which replaced NVQ's. The QCF, like an NVQ, is a system for recognising skills and qualifications in a vocational setting. It does this by awarding credits for qualifications and units (small steps of learning), with each unit holding a credit value.

## Essential Skills Wales (ESW)

Essential Skills qualifications are designed to assess the skills that learners need for successful learning, employment and life. Essential Skills provides a single ladder of progression from Entry Level 1 to Level 3 in Essential Communication Skills, Essential Application of Number Skills, Essential Digital Literacy Skills and from Entry 3 to Level 3 in Essential Employability Skills.

## Application of Number (AON)

Application of Number is part of Essential Skills that encourages candidates to develop and demonstrate their skills in using number to tackle a task, activity or problem by collecting and interpreting information involving numbers, carrying out calculations, interpreting results and presenting findings.

## Communication Skills

The aim of the Communication Skills qualification is to encourage candidates to develop and demonstrate their speaking, listening, reading and writing skills for different purposes. The qualification is essentially concerned with developing and recognising candidates' ability to select and apply communication skills in ways that are appropriate to their particular context.

## Digital Literacy


Digital Literacy Skills is aimed at encouraging candidates to develop skills in digital responsibility, digital productivity, digital information literacy, digital collaboration, digital creativity and digital learning.

## Controlled Tasks

A controlled task is a subject that is assessed over a period of time, invigilated and then marked by us. The Essential Skills element of the qualification is delivered by controlled tasks.

## Assessor

An Assessor supports and assesses people working towards qualifications in settings like colleges, training centres and the workplace. Their job is to help make sure that learners meet all the occupational standards needed to achieve their qualification.



“  
My career and personal  
development have  
grown astonishingly  
since completing my  
Apprenticeship with Itec, I  
have grown in confidence  
and in knowledge  
”

**Laura Dunscombe**  
Riverbank School



If you have any questions,  
or require any more information

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