

Derwent Training  
TRAINING FOR YOU

# Employers Guide to Professional Services Apprenticeships



# WELCOME TO DERWENT TRAINING

## TRAINING FOR YOU



In today's competitive economic landscape, the strength of your professional infrastructure is as vital as your technical expertise.

To drive sustainable growth, businesses require more than just technical proficiency; they need the formal business disciplines that underpin a high-performing organization.

Whether you are looking to refine Business Administration, elevate Customer Service standards, master Project Management, or implement Business Improvement strategies, Derwent Training provides the expertise to transform your workforce.

The apprenticeship Standards are designed to inject immediate value into your business. We empower employees to master specialized functions—from managing complex business systems and optimizing cash flow to leading transformational change and strategic planning.

By developing these critical "power skills," including advanced interpersonal communication and staff management, we help you create a resilient, motivated team capable of driving both turnover and productivity.

Since 1988, Derwent Training has been the trusted partner for employers across North Yorkshire. Our reputation is built on results: we are Ofsted-rated 'Good,' with a 91% employer satisfaction rate and achievement levels that consistently exceed the national average. As holders of the Matrix Standard, we pride ourselves on providing expert guidance that ensures every learner is matched with the exact apprenticeship they need to thrive.

Our partnership with you is built on an ethos of honesty and integrity. We provide pertinent, transparent advice, ensuring we only ever deliver training that provides a genuine return on investment for your business. I encourage you to engage with our Business Support Team to discuss how we can align our professional services expertise with your strategic goals.

I encourage you to engage with Derwent Training and discuss your potential training needs with members of our Business Support Team.

**Claire E Gavaghan MA.Ed MIoL**

Chief Executive Officer

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# APPRENTICESHIPS

## THE BENEFITS

### WHY INVEST IN APPRENTICESHIPS

Apprenticeship training is a direct investment in your business.

Apprenticeships are suitable for people at any age, at any level. You can hire someone new or upskill an existing employee, allowing you to grow talent and develop a motivated skilled and qualified workforce.

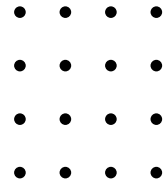
Apprenticeships help you to:

- Offer on-the-job training in a safe working environment
- Build a culture of learning and development within your business
- Enjoy higher staff retention and morale
- Promote diversity and inclusion in the workplace

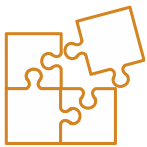
### INVESTMENT IN YOUR BUSINESS

\*Research by St Martins Group

The estimated yearly gain for employers is between £2,500 and £18,000 per apprentice during their training period



### KEY FACTS GOV.UK



**86%**

of employers said apprenticeships helped them to develop skills relevant to their organisation



**92%**

of employers believe that apprenticeships lead to a more motivated and satisfied workforce



**80%**

of employers who have invested in apprentices have seen significant employee retention.

### WHY CHOOSE DERWENT TRAINING?



In our most recent Ofsted inspection our provision for apprentices was rated as 'Good'.

Other key features include:

- Small class sizes with 1:1 learning opportunities
- Industry-standard training centre
- Learner survey results from January 2026 show strong growth across all areas of our curriculum and a record high statistic for apprentice wellbeing at 98%.
- Currently working with over 70 employers across 1,200miles<sup>2</sup>
- 91% overall employer satisfaction rating (January 2026).

# OFF-THE-JOB TRAINING



## WHAT IS OFF-THE-JOB TRAINING?

Off-the-job training is defined as training which is received by the apprentice during their normal working hours for the purpose of achieving the skills, knowledge and behaviours needed in the business.

Your employee will be required to complete the minimum off-the-job published hours per week as part of the apprenticeship and this will be audited regularly by the Department for Education (DfE). How your employee will record their off-the-job learning will be explained during their workshops.

## FREQUENTLY ASKED QUESTIONS

### Why must off-the-job training be conducted during the apprentices normal working hours?

An apprenticeship is a work-based programme. The training helps the apprentice become fully occupationally competent in the workplace. Therefore, it is a requirement that the apprenticeship should be delivered during the apprentices normal working hours. It is not appropriate, and would be unfair, to expect an apprentice to undertake their apprenticeship in their own time, in addition to their job role.

If training must, by exception, take place outside of the apprentices normal working hours i.e. in an evening or on a weekend then it is expected that this be recognised, for example, through time in lieu, or by additional payments to the apprentice.

### Will my apprentice spend a lot of time away from the workplace?

Apprenticeships are all about up-skilling an individual, and reaching occupational competency takes time. We understand that releasing employees for off-site training can be a challenge for your business. As a small, independent training provider, we are uniquely positioned to offer a blended delivery model for our Professional Services Apprenticeships. By combining face-to-face sessions with virtual learning, we significantly minimize the time your employees spend away from the workplace. Detailed information regarding the attendance requirements for each apprenticeship is covered on the following pages.

If your apprentice is under 19 years old, and hasn't achieved a GCSE Grade C/4 in English and/or Maths, they will have to complete a Level 2 Functional Skills qualification to achieve the apprenticeship. English and Maths training does not count towards the off-the-job learning. We are able to offer an hybrid model of delivery for those requiring English and Maths support.

### What counts as off-the-job training?

- Time spent writing assignments
- Teaching of theory
- Practical training
- Shadowing and mentoring
- Online learning
- Health & safety training in the workplace
- Induction at the workplace



Listening to the feedback from so many businesses at the recent Awards Evening, praising the apprentices' professionalism and contribution. It is clear that the Derwent Training team at every stage, is focused on providing the highest quality training support and guidance.

We are so lucky to have this provision in our region.

**Sue Jefferson**  
Chair of York and North Yorkshire Business Board

# LEVEL 2 CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP



## OVERVIEW

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation.

Typical duties may include: dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care and service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Specific responsibilities may vary, but the skills, knowledge and behaviours needed will be the same.

## ENTRY REQUIREMENTS

Candidates must have ideally achieved Grades 4/C or above at GCSE including English & Maths. If the learner is under 19 years old, and has not achieved a GCSE Grade C/4 or equivalent in English and/or Maths you will be supported to complete Functional Skills as part of your apprenticeship. This is delivered by Derwent Training. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 2 CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP

#### Duties

- Identifies and segments internal and external customers to provide a personalized service that meets diverse needs and priorities.
- Builds rapport and trust through effective questioning and active listening, utilizing professional verbal and written communication.
- Manages customer expectations by providing clear explanations and mutually beneficial options to ensure a positive engagement.
- Maintains up-to-date knowledge of products and services to ensure accurate delivery and a "right first time" experience.
- Upholds organizational values and brand promise through professional presentation and a culture of personal pride and accountability.
- Monitors and applies internal policies, relevant legislation, and regulatory requirements to ensure service compliance and data protection.
- Utilizes systems and technology efficiently to meet customer needs and achieve established performance targets and goals.
- Handles customer conflict with patience and empathy, providing effective sign-posting and communication during service recovery.
- Takes ownership of the customer journey, from initial contact through to fulfillment, ensuring all promises are delivered.
- Collaborates with the team to share best practices and learning, supporting an efficient and high-quality service environment.
- Prioritizes personal workload and activities to meet deadlines and contribute to overall organizational outcomes.
- Proactively develops self by seeking feedback and setting personal goals to continuously improve service skills and knowledge.

## DETAILS

Duration: 12 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page to check the funding for your business**

# LEVEL 3 CUSTOMER SERVICE SPECIALIST APPRENTICESHIP



## OVERVIEW

The main purpose of a customer service specialist is to be a professional for direct customer support within all sectors and organisation types. You are an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many environments including contact centres, retail, webchat, service industry or any customer service point.

## ENTRY REQUIREMENTS

Candidates must have ideally achieved Grades 4/C or above at GCSE including English & Maths. If the learner is under 19 years old, and has not achieved a GCSE Grade C/4 or equivalent in English and/or Maths you will be supported to complete Functional Skills as part of your apprenticeship. This is delivered by Derwent Training. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 3 CUSTOMER SERVICE SPECIALIST APPRENTICESHIP

#### Duties

- Analyses the end-to-end customer journey to identify challenges and implement improvements that enhance the overall experience.
- Evaluates customer insight and feedback using a variety of data to anticipate needs and drive loyalty, retention, and satisfaction.
- Resolves complex service issues and high-level escalations by applying advanced negotiation and diverse problem-solving approaches.
- Provides evidence-based recommendations for change and continuous improvement that align with the wider business strategy and goals.
- Negotiates mutually beneficial outcomes using advanced communication skills to simplify complex information for diverse customer profiles.
- Applies a range of leadership styles within the service environment to influence positive results and support organizational culture.
- Manages authority limits and commercial factors to deliver cost-conscious solutions that balance customer needs with business requirements.
- Monitors industry best practice and regulatory changes to ensure service delivery remains current, compliant, and competitive.
- Interprets the role of customer emotions across different cultures and demographics to adapt service styles for successful outcomes.
- Collaborates across departmental structures to ensure a cohesive service approach and mitigate risks when processes fail.
- Maintains positive stakeholder relationships during difficult interactions, even when expected outcomes cannot be fully met.
- Drives a future-focused culture by considering long-term impacts and sustainability when making service-related decisions.

## DETAILS

Duration: 15 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page to see the funding your business**

# LEVEL 2 ADMINISTRATION ASSISTANT APPRENTICESHIP



## OVERVIEW

Administration assistants have a highly transferable set of knowledge, skills and behaviours that can be applied across the public, private and third sector. Carry out routine administration tasks that support operations.

The work is carried out under supervision following set procedures for tasks. An administration assistant is an integral part of the team and organisation responsible for supporting the efficient organisational functions and operations.

## ENTRY REQUIREMENTS

Candidates must have ideally achieved Grades 4-9/C or above at GCSE including English & Maths. If the learner is under 19 years old, and has not achieved a GCSE Grade C/4 or equivalent in English and/or Maths you will be supported to complete Functional Skills as part of your apprenticeship. This is delivered by Derwent Training. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 2 ADMINISTRATION ASSISTANT APPRENTICESHIP

#### Duties

- Communicate with stakeholders, such as internal teams and external organisations, using appropriate methods and professional language. This may include letters, phone, face-to-face, e-mail, video call, online chat functions or digital platforms.
- Support internal or external events or meetings, in person or online, following organisational policies and procedures.
- Access and store information securely in line with organisational requirements for future use and recovery.
- Use software packages to collate, input and extract data and information in line with organisational requirements.
- Format and input data in line with organisational requirements.
- Provide support to team members to help ensure that activities are carried out within agreed timescales, budgets and quality expectations.
- Identify, collate and handle data and information from different sources such as business, stakeholder records and delivery notes.
- Be aware of the organisation's priorities and activities, and how the role supports these.
- Identify issues and escalate problems to others when beyond remit.
- Plan and review workload with supervisor to ensure best use of time to complete allocated tasks to deadlines.
- Keep up to date with sector developments to enhance skills and follow a continuous professional development plan.

## DETAILS

Duration: 12 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page to check funding for your business**

# LEVEL 3 BUSINESS ADMINISTRATOR APPRENTICESHIP



## OVERVIEW

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors including small and large businesses; in the public sector, private sector and charitable sector.

The role may involve working independently or in a team and involve developing, maintaining and improving administrative services. This role supports and engages with different parts of the organisation and interact with internal and external customers. Business administrators develop skills and behaviours that support progression towards management roles.

## ENTRY REQUIREMENTS

Candidates must have ideally achieved Grades 4-9/C or above at GCSE including English & Maths. If the learner is under 19 years old, and has not achieved a GCSE Grade C/4 or equivalent in English and/or Maths you will be supported to complete Functional Skills as part of your apprenticeship. This is delivered by Derwent Training. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 3 BUSINESS ADMINISTRATOR APPRENTICESHIP

#### Duties

- Utilizes advanced IT packages and systems to analyze data, manage financial processes, and create professional proposals that solve business problems.
- Produces and reviews complex documentation, including reports and contracts, while coaching others to maintain high standards of accuracy and confidentiality.
- Exercises proactivity and sound judgement in decision-making, addressing organizational challenges with maturity and seeking expert advice when necessary.
- Acts as a professional role model by building positive stakeholder relationships and using coaching skills to develop the capabilities of peers and team members.
- Communicates with authority and agility across digital, written, and face-to-face channels, effectively representing the organization to internal and external audiences.
- Leads quality assurance and process reviews, identifying inefficiencies and implementing solutions-based improvements to enhance organizational productivity.
- Manages complex planning and logistics, including resource allocation, event organization, and travel, while setting a positive example for workload prioritization.
- Initiates and leads projects by applying project management principles to scope, plan, and monitor delivery against organizational goals.
- Applies in-depth organizational knowledge to align daily activities with the business strategy, values, and the wider socio-economic environment.
- Engages and manages diverse stakeholders, fostering productive relationships with global suppliers, clients, and partner organizations.
- Ensures strict regulatory compliance by applying laws relating to data protection and health and safety, and defining procedures to mitigate risk.
- Demonstrates exemplary professionalism and integrity, championing diversity and team cohesion while proactively managing personal and team performance.

## DETAILS

Duration: 14 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page check the funding for your business**

# LEVEL 3 IMPROVEMENT TECHNICIAN APPRENTICESHIP



## OVERVIEW

Improvement Technicians are responsible for delivery and coaching of improvement activity within an area of responsibility. Found across all industry sectors and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms Local and County Councils, NHS, Voluntary / Charity, Utilities, Pharmaceuticals, Insurance, Hospitality etc.

Typically, Technicians work as a member of an operational team to resolve problems - preventing re-occurrence, engaging others in issues affecting them and to support the improvement of performance.

## ENTRY REQUIREMENTS

Candidates must have ideally achieved Grades 4/C or above at GCSE including English & Maths. If the learner is under 19 years old, and has not achieved a GCSE Grade C/4 or equivalent in English and/or Maths you will be supported to complete Functional Skills as part of your apprenticeship. This is delivered by Derwent Training. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 3 IMPROVEMENT TECHNICIAN APPRENTICESHIP

#### Duties

- Leads structured improvement projects using Six Sigma and Lean principles (ISO13053) to deliver measurable business benefits and process efficiencies.
- Identifies and scopes opportunities by developing business cases, problem statements, and measurable objectives supported by validated data.
- Analyses process performance using tools such as SIPOC and value-stream mapping to identify waste, bottlenecks, and key insights for improvement.
- Executes data collection and acquisition by developing sampling plans and measurement processes to ensure data integrity for statistical analysis.
- Applies statistical methods and measures to identify patterns, trends, and variations (common and special cause) in process performance over time.
- Conducts root cause analysis using histograms, 5-Whys, and cause-and-effect diagrams to verify and address the fundamental drivers of process issues.
- Implements Lean techniques such as 5S, error-proofing, and visual controls to standardise work and eliminate the "eight wastes" within the environment.
- Manages project lifecycles through Gantt charts, RAG reporting, and risk mitigation strategies to ensure activities remain on track and within scope.
- Facilitates change and engagement by coaching peers, influencing stakeholders, and using effective communication to reinforce new ways of working.
- Translates the "Voice of the Customer" into technical metrics, ensuring improvement activities align with customer requirements and compliance standards.
- Ensures sustainability and control by creating reaction plans and detection measures to embed changes and leverage long-term business benefits.
- Upholds professional and safe working standards, demonstrating a drive for results while aligning personal conduct with organisational values and safety regulations.

## DETAILS

Duration: 16 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page to check the funding for your business**

# LEVEL 4 ASSOCIATE PROJECT MANAGER APPRENTICESHIP



## OVERVIEW

Effective project management is key to a wide range of organisations across all industries and can be based on site, in an office or working remotely. Typical job titles include assistant project managers, junior project managers - project support. Associate project managers work on their own and in a range of team settings.

This apprenticeship develops the skills required to contribute to the successful delivery of a project, including resourcing, scheduling and monitoring activities.

## ENTRY REQUIREMENTS

Candidates must have ideally achieved Grades 4-9/C or above at GCSE including English & Maths. Level 3 qualifications such as A Levels, NVQ Level 3 or Level 3 apprenticeship and/or appropriate industrial experience are favourable. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 4 ASSOCIATE PROJECT MANAGER APPRENTICESHIP

#### Duties

- Supports the project lifecycle from initiation to closure, ensuring alignment with organizational objectives.
- Validates business cases to confirm ongoing viability, strategic fit, and benefit realization.
- Engages stakeholders through tailored communication and negotiation to secure buy-in and manage expectations.
- Manages project scope by developing documentation and applying rigorous change control processes.
- Schedules activities and milestones using critical path analysis to track and report delivery progress, while forecasting resource requirements throughout the lifecycle, ensuring ethical and sustainable allocation.
- Implements quality plans to ensure deliverables meet legislative standards and sustainability goals.
- Mitigates risks and issues by identifying threats early and implementing data-driven response strategies.
- Navigates project governance by preparing key documentation for formal approvals and transparency.
- Controls project finances by monitoring budgets, interpreting performance data, and reporting variances.
- Reports on performance by collating complex data into clear updates for project decision-makers.
- Maintains configuration management to ensure all project versions and changes are accurately integrated.
- Drives continuous improvement by capturing lessons learned to enhance future project delivery and upholding professional standards of integrity and inclusivity while adapting to project complexities.

## DETAILS

Duration: 18 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page to check the funding for your business**

# LEVEL 5 IMPROVEMENT SPECIALIST APPRENTICESHIP



## OVERVIEW

Improvement Specialists are responsible for leading the deployment of improvement strategies using deep technical expertise to deliver goals and train others.

The course includes:- leading improvement teams, project planning, change planning, principles and methods for improvement, understanding the commercial environment, data acquisition planning, lean concepts and tools, failure mode avoidance and sustainability and control.

## DETAILS

Duration: 16 months

Not Including End-Point Assessment

Attendance: Blended delivery method of online and face to face tuition. One face to face session per month and one online session per month.

Start Date: Courses available throughout the year.

Government funded or by the employer levy

**See funding information page to check the funding for your business**

## ENTRY REQUIREMENTS

Candidates must have achieved Grades 4-9/C or above at GCSE in English & Maths. Achieving an improvement qualification at Level 4 or equivalent when pursuing this apprenticeship is recommended and/or industry experience. The learner must be employed in a relevant role for a minimum of 30 hours per week.

## APPRENTICESHIP TRAINING PROGRAMME

### LEVEL 5 IMPROVEMENT SPECIALIST APPRENTICESHIP

#### Duties

- Leads cross-functional teams using situational leadership and motivational techniques to deliver complex improvement projects and strategy.
- Trains and mentors practitioners in advanced statistical tools, Six Sigma methods, and structured problem-solving to build organizational capability.
- Analyses the "Voice of the Customer" and value streams to identify, scope, and prioritize opportunities that map to high-level goals.
- Executes advanced data modeling using hypothesis testing, regression, and designed experiments (ANOVA) to optimize process performance.
- Performs failure mode avoidance and measurement system analysis to ensure robust design, repeatability, and long-term stability.
- Establishes Lean deployment plans and control strategies to embed changes, maintain benefits, and drive data-driven decision-making.
- Manages project governance including multi-element business cases, financial planning, and benefits realisation to ensure sustained results.
- Ensures project sustainability by guiding others on reaction plans, control-limit setting, and the consolidation of organizational learning.
- Applies process mapping and modeling using activity networks and design matrices to identify and optimize process flow.
- Conducts strategic deployment of continuous improvement, participating as an active member of the improvement community to share best practices.
- Prepares and presents concise proposals and plans to stakeholders, using effective communication channels to handle questions and build rapport.
- Upholds professional integrity and a proactive safety culture while promoting process-thinking and customer-focused outcomes.

# PROFESSIONAL SERVICES APPRENTICESHIPS



## ASSEMENT METHOD AND SUMMARY

### Portfolio of Evidence – Knowledge, Skills and Behaviours

A portfolio of jobs to evidence knowledge, skills and behaviours will be collated from jobs they are doing in the workplace. This portfolio will be specific to the apprentices role.

### End-Point Assessment

The End-Point Assessment (EPA), is the final assessment that ensures they are occupationally competent. This will be carried out independently by the End-Point Assessment Organisation. The format for each EPA can differ, depending on the apprenticeship pathway being taken. However, assessment methods typically involve tasks such as: a presentation with questions and answers, a professional discussion, an interview or variety of multiple choice questions. All of these are underpinned by the portfolio of evidence collated during the course of the apprenticeship.

### Progression Opportunities

Having developed the specific duties and competencies within the apprenticeship Standard, graduates are equipped with a robust portfolio of transferable expertise. Progression from operational support to technical specialism provides a strong foundation for professional recognition and further career milestones.

Upon completion, apprentices may choose to register with a professional membership organisation. These professional bodies offer a wealth of resources, networking opportunities, and structured pathways to support long-term career development and status.

For those looking to deepen their impact, further educational studies focusing on high-level operational strategy and complex organisational change offer a natural progression. This trajectory is particularly beneficial for professionals whose roles have shifted toward managing value streams, large-scale projects, or department-wide improvements. While various advanced pathways exist, entry is typically based on current job role and experience, allowing for a flexible approach to professional growth without the strict requirement of specific lower-level prerequisites.



Seeing the transformation to lives that education via Derwent Training makes is inspirational. They are 100% focused on their students whether they are engineering or professional services trainees, and that brings a great learning experience and developed opportunities for all ages. At the Federation of Master Builders we find their approach to employers is also efficient and helpful – addressing real skill needs in local businesses.

**Carolyn Frank**  
**Director – North**  
**Federation of Master Builders**

# APPRENTICESHIP FUNDING

## AND THE APPRENTICESHIP SERVICE

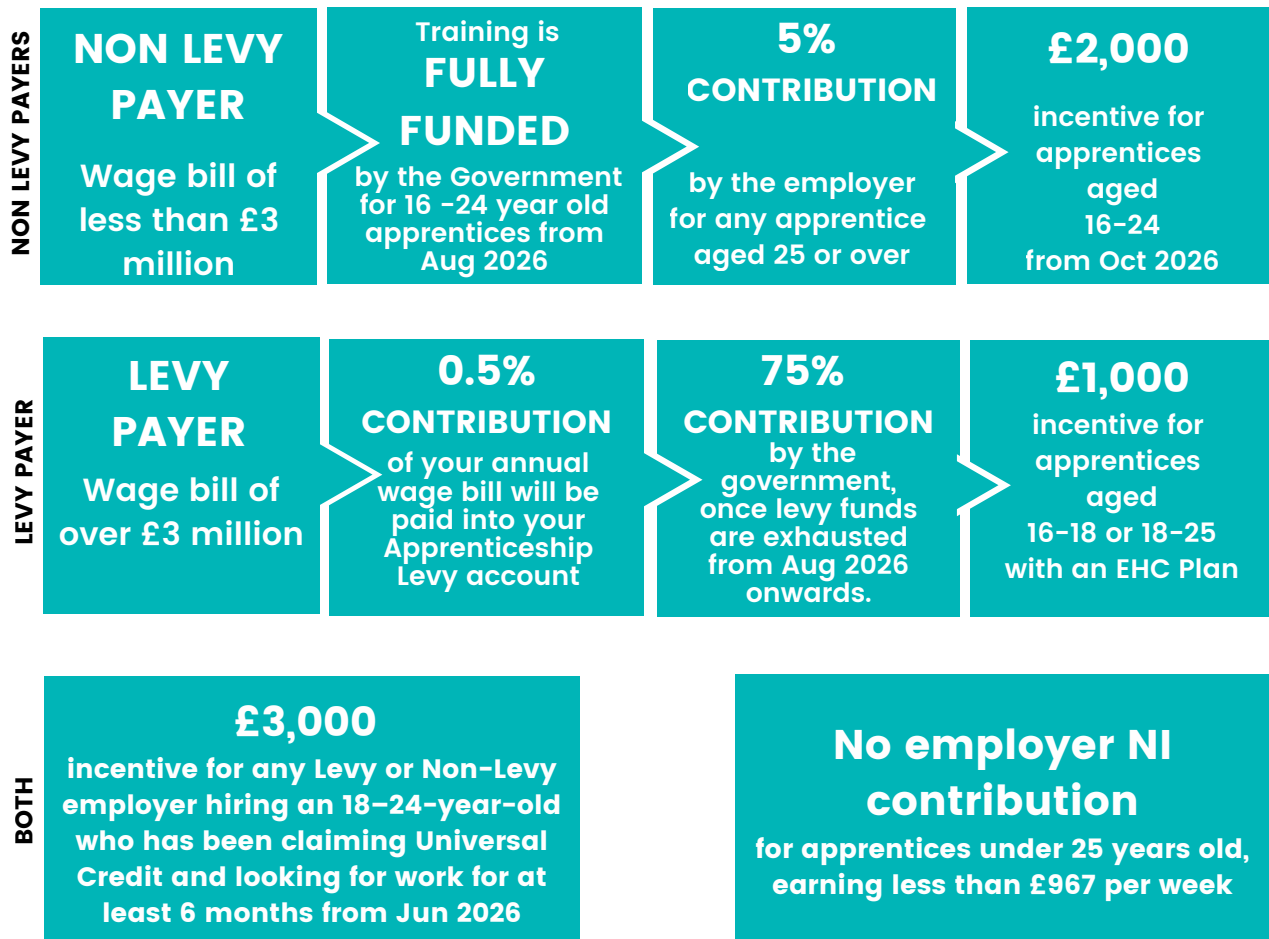


All UK businesses can access Government funding to help cover the costs of training and assessing an apprentice. To access this, your business must register on the Apprenticeship Service. Setting up this account is a legal requirement to unlock funding. Once it's live, we work alongside you to ensure your account is compliant and your funding is secure.

### Getting Started in 3 Steps:

1. Register: You create your account using your PAYE information, however we guide you through this process.
2. Collaborate: Add Derwent Training as your chosen provider. You can then grant us permission to handle the "heavy lifting" of data entry.
3. Approve: You remain in the driver's seat. We add the details, but you give the final digital "green light" for all funding and recruitment.

## COST



### Also

Employers will pay for any online unit exam resit during the apprenticeship. The initial cost of the End-Point Assessment is included in the overall apprenticeship delivery cost. Employers are responsible for paying for any End-Point Assessment resits.

# RESPONSIBILITIES OF THE EMPLOYER



## **Training & studying**

You must pay your apprentice for the time spent training or studying for their apprenticeship. If your apprentice is also studying for an English and/or Maths qualification that is required as part of their training programme then they are entitled to paid study time during their normal working hours. You, or your apprentice must inform us of any absence on their training day and their off-the-job training hours' must be made up at a different time.



## **Working hours**

You must pay your apprentice for the time spent training or studying for their apprenticeship. You, or your apprentice must inform us of any absence on their training day and their off-the-job training hours' should be made up at a different time.



## **Health & safety assessment**

The DfE states that all apprentice employers must have a workplace health and safety assessment to ensure that apprentices are working in safe conditions. The duration of when this is updated will depend on the work environment. We also require a copy of your Employer Liability Insurance Certificate for our records.



## **Progress reviews**

You will support your employee throughout their apprenticeship by participating in tripartite reviews. This meeting will be frequent and between you, the apprentice and their trainer to discuss and agree progress. This is a funding requirement set by the DfE and is an auditable document as part of the apprentices training programme.



## **Resits**

Employers will pay for any online unit exam resit during the apprenticeship. The initial cost of the End-Point Assessment is included in the overall apprenticeship delivery cost. Employers are responsible for paying for any End-Point Assessment resits.

# CPD TRAINING COURSES

SHORT COURSES TO INVEST IN TRAINING FOR YOUR BUSINESS



The Confederation of British Industry (CBI) has called on employers to:

- Improve awareness and accessibility of training and development opportunities
- Offer careers advice to all employees at regular check points throughout their careers
- Improve the clarity on internal applicants.

Investing in training is an important function for every business. It is a route to increasing productivity. However, the psychological contract between employer and employee is equally as important, and investing in your staff improves staff morale and well-being, resilience and retention.

Derwent Training are ready to assist you upskill your workforce.

We hosts courses and qualifications from Highfield, a global training organisation in compliance and work-based learning. Covering a wide range of topics, the training is online and completed in the workplace but equally are ideal for those working from home.

Derwent Training donates 1% of every sale to charity to combat climate change. We have courses available in each of the following categories.



BUSINESS



FIRE SAFETY



HEALTH & SAFETY



CUSTOMER CARE



WAREHOUSING & STORAGE



LICENSING



FOOD SAFETY



HEALTH & SOCIAL



SAFEGUARDING

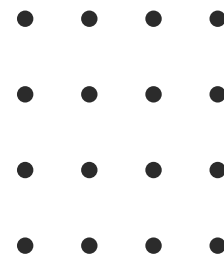


OTHER

- Contact us for further details & request our specialist CPD guide
- Go to our website for further information

# Share in our success





# TRAINING FOR YOU



Association of  
**Apprentices**



**Apprenticeships**



Part of the  
**Enginuity Group**



**Pearson**



**To discuss your training needs further, contact our  
Business Support Team:**

01653 697698

[info@derwenttraining.co.uk](mailto:info@derwenttraining.co.uk)

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