



The Highland Council Modern Apprenticeships

Service Level Agreement

Version 2 – 18 Apr 2018

Modern Apprentices (MAs) – Service Level Agreement

1. Recruitment

All recruitment of MAs including craft trades will be co-ordinated through The Highland Council Modern Apprenticeship Team (MA Team) – and HR Advisors; this ensures a consistent approach and provides support to recruiting line managers with HR input.

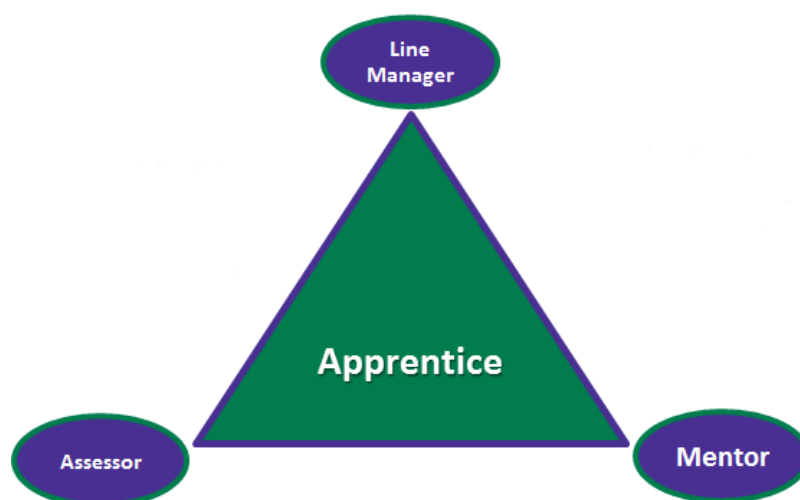
A Modern Apprentice is an employee of The Highland Council (THC) and as such must abide by the terms and conditions and policies and procedures of The Highland Council.

2. Funding

Paying for MAs will be funded by Services for the duration of the apprenticeship as determined by Skills Development Scotland (SDS) MA framework. Frameworks last from 1 to 4 years depending on occupational group; this will be clarified with the MA Team prior to the MA commencing employment. Funding for training will be arranged by the MA Team through SDS.

3. Role and responsibilities.

A modern apprenticeship is a partnership between the THC represented by the Service Line manager, the apprentice, mentor and training provider (assessor). Each has an equal part to play in ensuring the success of any given apprenticeship and continued validation of outcomes, for both the Service and the apprentice.



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Service responsibilities

- 3.1 Recruitment** Recruiting Managers (RM) consults with MA Team (THCMA.Centre@highland.gov.uk), prior to completion of ATR – this provides an opportunity to gain advice regarding suitability of any given post to an apprenticeship (framework matching, pay band, training provision, mentoring and assessor availability). This is then sent to Business Support in the established recruiting process
- 3.2** The Service thereafter is responsible for shortlisting, interviewing and selecting the preferred candidate(s). MA Team can provide advice and assistance with interview questions.
- 3.3** We aim to ensure everyone has equality of opportunity to access to Modern Apprenticeships no matter what their background. This might mean encouraging the participation of groups that are under-represented in MAs such as disabled, care experienced and ethnic minority people, as well as addressing gender imbalance, for example by encouraging girls and women to consider sectors such as construction and Science, Technology, Engineering and Mathematics sectors.

3.3 Starting and throughout employment

- Organises task and service inductions. Mandatory (2 Day) Corporate Induction provided by MA Team, L&D Dochfour Dr. Inverness.
- Responsible for supervision of MA and day-to-day management as with any other employee while keeping MA Team up to date with performance/grievance procedures followed.
- Provision/requesting of any required IT equipment.
- Notification of any absences/grievances will be recorded on MyView by your designated administrator.
- Manage apprentice's ERD process in line with current THC policy and guidance.
- The Highland Council (Service) is responsible for apprentice health and safety and will document evidence of current health and safety assurance when requested.
- To provide a fair and safe working environment, complying with employment legislation for equal opportunities and safeguarding.
- To assess and ensure Apprentices are employed in a safe working environment, in line with Health and Safety, Safeguarding and Equality & Diversity legislation.

- Agree to allow the Apprentice to attend training as identified in the Individual Training Plan (ITP) or in other exceptional circumstances to ensure successful achievement of all qualifications.
- Participate in Progress Reviews by supplying comments as required on a quarterly basis with training provider and modern apprentice as per Skills Development Scotland Rules.
- MAs under the age of 18 are only allowed to work a maximum of 40 hours per week.
- MA costs supplementary to pay & College costs must be met by your Service. Any other training related travel costs must be approved by MA Team prior to submitting claim.
- MA must be given the appropriate time during their working week to fulfil the Award requirements and progress their working experiences.
- Inform MA Team if there are concerns over a MAs performance immediately.

3.4 End of Apprenticeship

Apprentices will be offered fixed term contracts of employment with an end date relevant to the end of their apprenticeship. Apprentices will not be guaranteed a job once they have completed their apprenticeship however Services should endeavour through workforce planning to match successful apprentices to vacancies wherever possible. Services must inform MA Team of any changes to the MAs employment status e.g. left prior to end of contract, offered temporary or permanent post etc.

3.5 Role and responsibilities of THC MA Team & Mentors

- Provide support and guidance to recruiting managers
- Organise MA & Corporate inductions. Mandatory (2 Day) Corporate Induction.
- Organise Employment Apprenticeship Training and Mentoring Support.
- Assist employing services to identify workplace mentors.
- Discuss and agree provision of assessors/Internal Verifiers where applicable
- Contract the relevant training provider regarding new MA starts.
- Liaise with training partners to monitor training progress.
- Ensure MA training files adhere to SDS guidelines.
- Liaise with SDS regarding audit/verification visits.
- Keep Services aware of recruitment opportunities as per the Skills Development Scotland contract.
- Ensure each MA is registered with the appropriate Partners (SDS, trainer and assessor organisations, MA Online, SQA).

- Responsible for all marketing of the THC MA programme.
- Liaise directly with Education and other Employability Partners to ensure a streamlined recruitment and referral process.
- Inform the relevant training providers should there be concerns with an MA's performance.
- To develop and maintain an Individual Training Plan (ITP) with input from the apprentice, assessor, mentor and line manager.
- To agree jointly with the learning provider and the apprentice an ITP to ensure satisfactory progress is maintained. Any changes to the ITP will be agreed by all parties concerned.
- To regularly review the apprentice performance and progress in both workplace and training on a regular basis in conjunction with the mentor, training provider and line manager.
- To monitor the experience, facilities and training necessary to achieve the training objectives specified in the ITP in conjunction with the training provider and line manager.
- In addition to the review process the MA team or Mentor will endeavour to visit every Apprentice in their working environment as agreed within the ITP but as a minimum every 6 months and where required and agreed by all parties more frequently.
- Provide training, advice and guidance for Mentors.
- Maintain a THC mentor network with regular support and liaison.

3.5 Apprentice Responsibilities – Subject to separate documentation and agreement.

- To work for The Highland Council employer to the best of their ability and in accordance with the employer's policies and procedures.
- To observe The Highland Council's terms and conditions of employment and uphold The Highland Council's Values.
- At work and in training, to show the commitment and determination to succeed and to achieve, ensuring attendance, punctuality and attitude are excellent throughout.

- To attend all classes at designated training establishment as agreed in the Individual Learning Plan.
- To communicate effectively with training provider at all times, and to inform the trainer/assessor if unable to attend college or be present in a workplace assessment within a reasonable time scale.
- At all times to behave in a safe and responsible manner and in accordance with the requirements of health and safety legislation relating to your role and responsibilities.

- Work with trainer/assessor and mentor to ensure all learning components identified in the Training Agreement are achieved within the time-scales set in your Individual Training Plan.
- Adhere to the requirements of SDS funding with respect to all communications and response times.
- Maintain a learning log and SVQ folder where applicable.

- **Useful Contacts**
- THC MA Team – 01463 644020
- Human Resources – 01463 702057

Print Name: _____ Date: _____

Signed: _____

(on behalf of MA Team)

Print Name: _____ Date: _____

Signed: _____

(on behalf of Service)

All initial requests for information regarding an apprentice position should be sent to

THCMA.Centre@highland.gov.uk

This Service Level Agreement will be reviewed annually

Change History

Version	Date	Change Originator	Action
1	9 Nov 17	Paul Whitham	New Document
2	18 Apr 18	Fiona Emslie	Added THC logo on each page Added Mission statement & Page numbering Added Equalities paragraph in Edibility section Added Print Name on signatures page Added Change History section