



**Manchester
Metropolitan
University**

EMPLOYER HANDBOOK

APPRENTICESHIPS AT MANCHESTER
METROPOLITAN UNIVERSITY



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mmu.ac.uk/study/apprenticeships

INTRODUCTION

Thank you for choosing Manchester Met - we look forward to working with you, your apprentice/s and your organisation. This is the start of what we are sure will be a very rewarding journey for all involved. We will be here to guide, advise and support you every step of the way.

Degree apprenticeships are fully integrated degrees, combining both academic learning and on-the-job practical training in the workplace. Working with over 500 national and regional employers of all sizes, we have developed practice-focused apprenticeship programmes to enable apprentices to thrive in their profession and meet industry skills gaps.

Your apprentice is about to embark on a degree apprenticeship journey from which they will graduate with an honours degree, alongside gaining valuable experience in the workplace.

The success of the apprenticeship is dependent on the communication between all three stakeholders: you as an employer, your apprentice and the University. It is vital that we have open channels of communication to ensure that apprentices are able to maximise their potential and fully integrate their academic learning with their own workplace.

This handbook details information that will allow you to support your apprentice through their programme, separated into two sections. The first outlines practical information, such as reporting absences or procedures relating to assessment, and the second outlines some important university policies. It has been created to act as a reference guide and information point. It contains many useful links including those to the Government website for further reading. We recommend that you read the Education and Skills Funding Agency (ESFA) Funding Rules for Employers, to provide further clarity on your role as an employer in the apprenticeship journey.

[Click here to read the ESFA Employer Funding Rules](#)

Apprenticeships Unit

The Apprenticeships Unit is here to help, support and guide you through each step of the process from beginning to end.

We will hold regular meetings with you before the apprenticeship begins to explain the end-to-end process so you are fully aware of the process and your role within it.

We will also continue to meet with you and your apprentice and their mentor/line manager throughout the apprenticeship to ensure that you are fully aware of your apprentice's progress and how they are performing throughout their apprenticeship.

If you need any additional support or have any queries, please do not hesitate to contact the Apprenticeship Unit at apprenticeships-employer@mmu.ac.uk or 0161 247 3720.

This handbook (which will be updated from time to time) also supplements your Contract for Services with the University.

Jo Carney
Head of Apprenticeship Business Development

PRACTICAL INFORMATION

ABSENCE

If an apprentice will be or is absent on a university day, they should self-report *all absences using the attendance portal via www.mmu.ac.uk/attendance or the MyMMU 'Attendance' tile* prior to the session whenever possible, so it can be recorded. They should include you in any email correspondence with the University, so that you are also aware of any information relating to their absence. This procedure should be followed in addition to your organisational policies on absence.

A register of attendance is taken at each lecture and any absences will be communicated to a lead person within your organisation as soon as possible (normally within three working days) for them to communicate to line managers/mentors as appropriate.

For 2020-2021, there may be changes to how a register of attendance is taken as lectures are moved online due the restrictions around Covid-19.

ASSESSMENTS

Methods of assessment vary by programme and by unit, however, the University uses a range of assessments that are most appropriate for the learning context. In most instances, assessments are designed to relate to the workplace. Where this is not possible a generic assignment can be set. Each piece of work is assessed against specific learning outcomes that can be mapped against the 'knowledge' element of the apprenticeship standard.

If the apprentice is undertaking work as part of their job role, which the tutor is satisfied meets the required outcomes of the module, then that piece of work may be able to replace the standard assessment. The apprentice should discuss the negotiated assessment with their tutor as soon as possible.

Apprentices sometimes require more support around their deadline dates so please be conscious of this. You will be given an assessment schedule for your apprentice at the beginning of the academic year.

COMMUNICATION

You can expect the following communication once your apprentice is on their degree programme:

- Invites to manager and mentor training sessions at the start of the programme;
- Regular update meetings (progress reviews) with a skills coach. These will usually be face-to-face, but where appropriate, may be conducted virtually. More information on progress reviews is available on page 6;
- Monthly newsletters from the University Apprenticeship Unit concerning developments in apprenticeships and also issues specific to the university and programme;
- Client management meetings and invitations to employer advisory boards;
- Ongoing events and training throughout the year.
- Regular account management meetings to discuss apprentice progress

If you have any queries, please contact us:

E: apprenticeships@mmu.ac.uk
ppr T: 0161 247 3720

You can follow apprenticeship developments at Manchester Met through the following social media channels:

-  Degree Apprenticeships at Manchester Metropolitan University
-  @MMUApprentice
-  @MMUApprenticeships
-  Degree Apprenticeships at Manchester Met

COMPLAINTS PROCEDURE

Manchester Met is committed to providing its apprentices with a high-quality learning experience. The University recognises, however, that there may be instances where apprentices have legitimate complaints regarding their course, the services or facilities provided by the University. The University takes all such complaints seriously, and deals with them in confidence and without fear of retribution or disadvantage. For full details of this procedure, please follow the link: mmu.ac.uk/student-case-management

Complaints from employers should be directed to the account manager in the first instance. If you are not satisfied with the resolution of a complaint, you may contact the Director of Apprenticeships.

An employer can also contact the National Apprenticeship Helpline regarding apprenticeship concerns, complaints and enquiries, although the University considers that this should be a last resort.

E: helpdesk@manage-apprenticeships.service.gov.uk
T: 08000 150 600

EMPLOYER (WORKPLACE) INDUCTION

Your apprentice will need a workplace induction upon commencing employment and the following elements should be covered:

- Contract of Employment including Terms and Conditions
- Company Policies and Procedures including Health & Safety; Equality & Diversity and Safeguarding
- Their role and responsibilities
- Your role and responsibilities
- Tour of the workplace
- Introduction to the people they will work with and their manager or mentor

Induction training will assist apprentices to settle quickly into your workplace by helping them understand the environment in which they are based and the job they are doing. Manchester Met will complement this by providing an induction to apprentices at the University to introduce them to the course, their tutors and peers. The induction programme takes place at the University over two to five days and employers are required to release their apprentices, with pay, to attend.

E-PORTFOLIO

Apprentices are required to build a portfolio of work throughout the duration of their programme to document the progression of professional skills, knowledge and behaviours to fulfil the requirements of the apprenticeship standard that they are working on.

The skills coach will monitor, guide and advise apprentices throughout the portfolio process, advising what evidence to include and how to write an effective learning journal.

You should also, where possible, support your apprentice with the development of the e-portfolio, encouraging them to document pieces of work that they have done that meet the apprenticeship standard, providing signed statements confirming their competence in specific activities and recording witness testimonies.

The manager or mentor should review the e-portfolio on a regular basis to understand how their apprentice is progressing and what they are working on. It would be helpful if you could provide comments and feedback, to evidence your apprentice's progression.

PRACTICAL INFORMATION

FAILURE TO HAND ASSESSED WORK IN ON TIME

Apprentices are required to complete and submit assessments throughout their time at University. Deadlines for submitting coursework are fixed, although customised assignments may have a negotiated deadline. A piece of work submitted late will receive a mark of 0%.

Exceptional Factors Policy

The University recognises that illness and other difficult situations do sometimes occur however, which may influence students' abilities to complete their assessments. If a student has valid exceptional factors that they can evidence, they may be granted an extension or another assessment opportunity.

For more information visit: mmu.ac.uk/student-case-management/guidance-for-students/exceptional-factors

FUNCTIONAL SKILLS: ENGLISH AND MATHS

If your apprentice has not achieved or cannot evidence a GCSE pass at Grade C or above in English Language and Maths or an equivalent Level 2 qualification, they will need to complete Functional Skills before they can be awarded their apprenticeship completion certificate. We will support the apprentice to gain these qualifications within the first year of the apprenticeship. They will need to be released from the workplace for preparation and assessments, which will be in addition to normal programme requirements. Failure to achieve the Level 2 in English and Maths will prevent the apprentice from successfully completing their apprenticeship.

MANAGER AND MENTOR ROLE

The manager/mentor will be the primary point of contact for the apprentice and will work with the skills coach to support the apprentice in the workplace. The role of the manager/mentor is to support the apprentice through the programme, focussing on their workplace development and exposing them to work that will aid their learning.

In particular, they will have regular meetings with the apprentice and:

- Supervise the work of the apprentice;
- Work with the apprentice to set objectives and provide feedback on how the apprentice is progressing towards those objectives (using the e-portfolio);
- Work with the tutor in negotiation of project or assessment where this is required;
- Work with the skills coach should issues arise with the apprentice's workload, attendance, etc.;
- Collaborate with the tutor on work-based projects as required;
- Immediately notify the University of any problems with the apprentice that might affect their continued employment;
- Participate in regular tripartite progress reviews to identify progress and discuss operational issues where required.

You may also wish to consider giving the apprentice projects to undertake or request them to attend formal training sessions in the workplace to develop their skills and knowledge even further. The more learning opportunities you can provide, the greater range of skills that the apprentice is likely to acquire which will be of benefit to your company. This will typically involve apprentices developing their skills through observing others, practising themselves and through support from their manager or mentor.

The mentor provides apprentices with a role model and lets them see, first hand, the level they should aspire to. Statistically speaking, apprentices who have a mentor, have higher rates of retention and achievement.

MANAGER AND MENTOR TRAINING

Workshops are provided at the start of the academic year to support managers and mentors with their understanding of the apprenticeship and to support them to maximise the potential of their apprentice. If you would like to book on to this training, please email the employer apprenticeship mailbox at: apprenticeships-employer@mmu.ac.uk.

PROGRESS REPORTS

Assignment marks will be communicated on a regular basis and any academic or progress concerns will be flagged as and when required.

PROGRESS REVIEWS

To check that the apprentice is getting the most out of their degree programme it is important to monitor their progress at regular intervals. The skills coach will conduct progress reviews at least every 12 weeks with the apprentice and manager or mentor.

The review will support discussion around progress within both the workplace and the University against set targets. It will also provide an opportunity to not only to track progress but to raise any issues or concerns or identify any highlights. A log of the apprentice's off-the-job activities will be checked to ensure the apprentice is recording the required number of hours on a regular basis, as outlined in the funding rules and the training plan.

Reviews will be carried out either in person or virtually and items discussed at the review will be documented and copies of the report will be signed by all three parties and sent to all those in attendance..

Employer's role in the review:

- Let us know how the apprentice is progressing in the workplace;
- Advise us of any concerns which you may have regarding the apprentice's progress;

- Have an awareness of an apprentice's e-portfolio progress;
- Advise on workplace training and assessment opportunities that may occur in the period to the next review.

PROMOTION

From time to time the University may ask for contributions from employers and apprentices to assist with promotion of the apprenticeship programmes. This may include:

- Attendance at University events;
- Taking part in a University case study - written or on video;
- Agreeing to the use of your company logo in promotional materials or on the University website;
- Participating in a photo shoot or video session;
- Contributing quotes to press and PR.

If you would like to take part in the University promotional activities for degree apprenticeships, please email: apprenticeships-employer@mmu.ac.uk or call us on 0161 247 3720.

STUDENT SUPPORT SERVICES

All apprentices have access to a wide range of student support services at Manchester Met, including careers and employability, counselling and disability services. Each apprentice also has a dedicated Skills Coach who can offer general guidance, pastoral support and signpost apprentices to the correct source of help (including external agencies, where appropriate). The Skills Coaches can also offer one-to-one study skills guidance to apprentices, and refer to study skills sessions on topics such as critical writing, report writing and research skills.

Apprentices needing further support should contact apprenticeships@mmu.ac.uk.

POLICY INFORMATION

ANTI-CORRUPTION

Both the Employer and the University undertakes and warrants to the other that it has not offered, given or agreed to give (and that it will not offer, give or agree to give) to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do anything in relation to the obtaining of the Contract for Services between the University and the Employer or the performance of its obligations under that agreement. Each warrants to the other that it has in place, and undertakes that it will comply with, policies and procedures to avoid the risk of bribery (as set out in the Bribery Act 2010) and fraud within its organisation and in connection with its dealings with other third parties.

CONFIDENTIALITY

We understand that some organisations have strict confidentiality policies in place for the sharing of information. We will advise apprentices about how to minimise confidentiality issues in their assessed work. We have three levels of confidentiality in place and we ask that you review your apprentice's work before submission to check that it is compliant with your policies and business sensitivity. We are accustomed to dealing with high levels of confidentiality, so if you have any concerns, please contact us.

There are three levels of protection available:

- Standard Declaration form that the apprentice includes with their assessment
- Non-Disclosure Agreement
- Under exceptional circumstances, work can be assessed on location

The Employer acknowledges that the University is subject to the requirements of the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

EQUAL OPPORTUNITIES

Manchester Metropolitan University is committed to equal opportunities and operates in accordance with its published policy. The policy can be viewed at: mmu.ac.uk/about-us/equality-and-diversity

Equal opportunities form an essential part of an apprenticeship and every employer should have their own equal opportunities policy in place, which is customised to their organisation. This policy must detail the steps the organisation will take to comply with the equality legislation and promote equality in the workplace. Having a formal policy makes it easier for all employees to know what is acceptable and expected of them as individuals and as part of the organisation.

The Employer and the University shall each ensure that it does not, whether as an employer or provider of services and/or goods discriminate within the meaning of relevant equality legislation. It shall not, and, shall use reasonable endeavours to ensure that its employees, contractors and permitted agents shall not, discriminate directly or indirectly against any person on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

HEALTH AND SAFETY

It is a requirement for use of Government funding that employers comply with Health and Safety legislation. Each Party shall take all necessary measures to comply with all applicable laws including the requirements of the Health and Safety at Work Act 1974 and any other acts, orders, regulations and approved codes of practice relating to health and safety, which may apply to their performance of the apprenticeships.

You must ensure that adequate procedures and policies are in place to safeguard apprentices in the workplace. It includes:

- Your certificate for Employers Liability Insurance
- A clear written policy on Health and Safety (if you have more than 5 employees)
- Evidence of how you inform staff about Health and Safety at Work Act, fire procedures and first aiders
- Appropriate risk assessments

Further guidance is available for all employers at hse.gov.uk.

As with all employees, you will be expected to adhere to legal, statutory Health and Safety requirements:

- Apprentices should know of policies which refer to their own personal safety and the safety of those around them
- Apprentices should receive any training which they will need to perform their duties safely
- You must provide a safe environment which complies with all relevant legislation
- Apprentices should be made aware of Health and Safety and Hygiene legislation
- Risk assessments should be completed when required

Employers have a legal responsibility to:

- Perform a full risk assessment on your apprentices before they start work;
- Acknowledge the potential inexperience of apprentices and new employees;

- Make sure that apprentices have appropriate supervision at all times;
- Identify potential risks and put in place procedures for minimising those risks;
- Ensure that, if specific training reduces risks, the apprentice receives the appropriate training;
- Ensure apprentices do not perform duties which will expose them to undue risks.

LIFTING AND HANDLING

All apprentices involved in lifting and handling should be given appropriate training to ensure that the possibility of injury is minimised. Assessments should be made to define the correct training required.

POLICY INFORMATION

IMMIGRATION CONTROL

The Employer and the University acknowledge that, where applicable, apprentices will be subject to any applicable immigration controls and that apprentices and prospective apprentices must comply with any requirements of such controls. In the event that an apprentice does not comply with such requirements, then this may make them ineligible to start or continue with the apprenticeship. Unless the UK Visas and Immigration of the Home Office requires otherwise, the Employer shall be responsible for ensuring compliance with all immigration status and visa requirements in connection with apprentices and for maintaining all records in this regard. The University will also check the applicant's eligibility to work and study in the UK for the duration of the programme, during the application process. The University will communicate to an employer, any issues that may affect their acceptance on to the programme.

PREVENT

Under the Counter-Terrorism and Security Act 2015, a number of specified authorities, including universities, have a duty to have 'due regard to the need to prevent people from being drawn into terrorism' in the exercise of their functions. The duty is set out in more detail in Prevent Duty Guidance that has been issued by the Government: gov.uk/government/publications/prevent-duty-guidance

Manchester Metropolitan provides mandatory training on the Prevent Duty to academic staff. The University has dedicated members of staff to deal with any concerns.

Prevent and Safeguarding form part of the apprentices' university induction programme, and the manager and mentor training. We will send further details of this and links to appropriate online briefings to all employer partners. We trust employers will assist the University in satisfying its obligations in this area.

Prevent Duty-related concerns about members for academic staff should be reported to:

Alexander Thorley
E: A.Thorley@mmu.ac.uk
Academic Registrar
T: 0161 247 3303

Access the home office Prevent E-learning programme:
elearning.prevent.homeoffice.gov.uk

SAFEGUARDING

The University has a legal and moral obligation to promote the safety and well-being of all our students, including apprentices. We consider the safeguarding of apprentices with the utmost importance and have policies and procedures in place to ensure that any allegations are investigated in the correct manner. We would expect all employers to support us in this aim. Copies of the Safeguarding Policy and Procedures are available on the University website.

The University has a dedicated Safeguarding Officer who acts as a main point of contact for any safeguarding issues. They promote, implement and review our Safeguarding Policy regularly and provide University members with information, advice and training.

The Employer shall comply with all applicable legislation and codes of practice, including, where applicable, all legislation and statutory acts and with the University's safeguarding scheme as published on the University website. Where, as part of their employment, an apprentice is required to undertake a regulated activity, the employer will be responsible for satisfying all safeguarding requirements including completing any UK Disclosure and Barring Service (DBS) checks.

All of our apprenticeship regulated by Ofsted.



KEY CONTACTS

APPRENTICESHIPS UNIT

General Enquiries
E: apprenticeships-employer@mmu.ac.uk
T: 0161 247 3720

Director of Apprenticeships
Elizabeth Gorb
E: e.gorb@mmu.ac.uk
T: 0797 071 2560

APPRENTICE WELFARE

For serious concerns about an apprentice's welfare, please contact:

Safeguarding Officer
Lyle Millard
E: L.Millard@mmu.ac.uk
T: 0161 247 3702

Prevent Officer
Alexander Thorley
E: A.Thorley@mmu.ac.uk
T: 0161 247 3303

Get in touch

Apprenticeship Unit

apprenticeships@mmu.ac.uk

0161 247 3720

mmu.ac.uk/apprenticeships

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