

Apprenticeship Programme Manager Guidance

May 2020

Delivering for Croydon

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Section 1: Introduction

The way in which apprenticeships are funded in larger organisations, changed in April 2017 with the introduction of a new national apprenticeship levy. The levy applies to all employers with a pay bill of over £3 million (including local authorities.)

At the same time central government introduced a target requiring public sector bodies to create additional apprenticeship starts equivalent to 2.3% of their workforce headcount each year.

Croydon Council's apprenticeship Levy pot is approximately £800,000 per year. Any unspent levy remaining in the digital apprenticeship account after two years is subsumed back to central government.

Croydon Council is currently using levy funds for both newly recruited apprentices and for existing staff to re-train or upskill. More details about how to recruit and who to contact for more information can be found below.

For existing staff, within our Continuous Professional Development programme, any individuals can undertake an apprenticeship, provided the training will allow them to acquire substantive new skills relevant to the role they hold for the duration of the apprenticeship. The content of the training must be materially different from any prior training, or a previous apprenticeship.

Accessing apprenticeship funding and training to support your existing staff is a fantastic way to develop new skills and boost motivation and retention amongst your employees. The Apprenticeship levy offers access to a wide training budget, with more than 500 apprenticeship industry standards to choose from. Having the right people, with the right skills, at the right time to meet the growing demands of council services is essential.

Overview of Croydon Council's Apprenticeship Programme

The council has established an apprenticeship programme which has the following pathway opportunities:-

1. To recruit, develop and manage new apprentices to the council. Not only does this give the council the opportunity to support residents, particularly young people and vulnerable or disadvantaged groups, but it also enables us to create a pipeline of talented residents to enhance our workforce and meet our existing and emerging skill shortages.
2. To upskill existing members of staff through our Continuous Professional Development (CPD) process. Using the apprenticeship funding and training to support your existing staff is a fantastic way to develop new skills, boost motivation and retain talented employees.

Example Job Roles

Over the last two years, Croydon Council has recruited apprentices into a wide range of job roles including: -

- Customer Service
- Business Administrator
- Project Manager
- Property Maintenance Operative
- Commercial Procurement and Supply
- Land Based Service Engineer
- Horticultural Operative
- Engineering Operative
- Housing & Property Management
- Data Analyst
- Teaching Assistants
- Youth Workers
- Assistant Accountants
- Taxation Professionals

See Appendix (C) for an example Role Profile Template

Section 2: What is an Apprenticeship?

An apprenticeship is a genuine job with skills development activities. Through their apprenticeship, apprentices gain the technical knowledge, practical experience and wider skills they need for their immediate job and future career. The apprentice gains this through a wide mix of learning in the workplace, formal off-the-job training and the opportunity to practise new skills in a real work environment. Apprenticeships are no longer just traditional admin roles and are not exclusively classroom based learning.

The traditional apprentice role has also changed. It is now recognised as a developmental tool for all staff to take advantage of so as long as they are learning new skills, any member of staff can access an apprenticeship.

20% Off the Job training

Off-the-job training is at least 20% of the apprentice's paid hours and is undertaken outside of the normal day-to-day working environment. This can include training that is delivered at the apprentice's normal place of work, but must not be delivered as part of their normal working duties. (Appendix A) gives more information about the types of activities included in this definition.

Functional Skills

Functional Skills are a key element of apprenticeships and comprise practical skills in English, Mathematics and ICT. These qualifications will help provide apprentices with the essential knowledge, skills and understanding to enable them to operate confidently, effectively and independently in life and work.

Apprentices who have not yet achieved English or Maths qualifications to GCSE standard must undertake these as part of their Apprenticeship. Time to study for these will be in addition to the 20% Off-the-job training.

Functional Skills in English, Mathematics and ICT are available at Level 1 and Level 2, however, apprentices may be exempt depending on their previous qualifications.

End Point Assessment

Independent end-point assessments are new to the apprenticeship assessment process. They assess the knowledge, skills and behaviours that have been learnt throughout the apprenticeship. The purpose of the assessment is to make sure the apprentice meets the standard set by employers and are fully competent in the occupation.

This will be taken by apprentices towards the end of their apprenticeship when both their employer and training provider are satisfied that they have met the "gateway" criteria to undertake the assessment. End-point-assessments are graded and an apprenticeship certificate is awarded after end-point assessment is successfully completed.

Apprenticeship Standards

Apprenticeships are evolving and although a few apprentices are still completing apprenticeship frameworks, these are being gradually phased out by the government. By the end of 2020, all apprenticeship frameworks will be replaced by apprenticeship standards.

Apprenticeship standards were developed by employers so that the skills and competencies apprentices develop over the duration of the apprenticeship is more closely aligned to industry requirements. Similarly to the SASE Framework, apprentices will have to compile evidence of the knowledge they are developing but managers have a lot more influence over shaping the content of the apprenticeship. Furthermore, in order for apprentices to gain the full apprenticeship they will have to pass an end point assessment.

Technical Certificates

Technical Certificates are included in Apprenticeship programmes to support the relevant training by delivering the necessary knowledge and understanding. They mainly come in the form of certificates and diplomas at Levels II and III for the intermediate and advanced apprenticeship programmes but can also include foundation degree or level 4, 5 and 6 qualifications for higher and degree apprenticeships.

The Technical Certificate is the taught element of the programme. The units they will have to cover for their Technical Certificate will be detailed in their Individual Learning Plan.

Employment Conditions

- Apprentices must have a standard contract of employment which is long enough for them to complete the apprenticeship successfully. (Fixed term contract for a minimum of 15 months)
- The employment contract should be long enough to cover the government recommendations for the duration of the apprenticeship standard and to accommodate the end point assessment timescales.
- The cost of the apprentice's wages (London Living Wage which at the time of this document being finalised is £20,178 per annum) is met by the service.
- Newly recruited apprentices have a specific apprenticeship contract but their main terms and conditions are the same as all other council staff.
- Apprentices must have a job role within the council that provides them with the opportunity to gain the knowledge, skills and behaviours needed to achieve their apprenticeship standard.
- Apprentices must have appropriate support from their team and directorate to carry out their job role.
- Where a job opportunity exists and the apprenticeship is achieved, the apprentice may have the option to remain with the council as a member of staff. However, where this is not possible, the apprentice must be offered support from their manager and the apprenticeship team (including via Croydon Works) to seek alternative job opportunities, including access to the redeployment pool 2 months before the end of their apprenticeship contract.

Recruitment – step by step

- Apprenticeship page on the intranet and articles in 'Our Croydon' to encourage managers to take on apprentices.
- Face to face meeting held between the Employment Pathways Co-ordinator and the manager to develop opportunities and answer questions.
- Manager produces a role profile and submits to the Employment Pathways Co-ordinator (Templates available)
- Employment Pathways Co-ordinator identifies the most appropriate training provider. Where the role profile requires a specialist training provider, an alternative is sought from the ROAPT. (Criteria for choice applies).
- Role profile is shared with the training provider to match with a suitable apprenticeship standard. The role profile will be tweaked to ensure a good fit with the requirements of the standard.
- Where possible, the Employment Pathways Co-ordinator brokers a meeting between the manager and the training provider.
- The Employment Pathways Co-ordinator notifies the council recruitment team about the vacancy.
- Manager draws up an advert for the vacancy (template available).
- Employment Pathways co-ordinator submits information to Croydon Works to advertise the role. (Advertised for between 4 and 6 weeks).
- Croydon Works advertise the vacancy and register the vacancy with the National Apprenticeship Service.
- Applicants must register with Croydon Works to be eligible. Applicants should submit a supporting statement and covering letter. Some submit additional information such as a CV.
- Croydon Works shortlist and screen candidates, sometimes with the support of the council's apprenticeship team.
- Croydon Works provide shortlisted candidates to the Employment Pathways Co-ordinator who shares with the manager for final shortlisting for interviews.
- Manager agrees interview dates with the Employment Pathways Co-ordinator who offers slots to Croydon Works.
- Interviews take place and the manager chooses a candidate.

- Employment Pathways Co-ordinator feeds back to Croydon Works who notifies the candidates of the outcome.
- Croydon Works prepare all of the paperwork to meet HR requirements and supply this to the Employment Pathways Co-ordinator who passes to HR.
- Start dates are arranged by the manager and HR, directly with the successful candidates or candidates.

Recruitment Process for existing staff (CPD Apprenticeships)

To gain funding from the apprenticeship levy, apprentices must be learning significant new skills to benefit both the apprentice and the council.

Undertaking an apprenticeship will not require changes to the terms and conditions of employment for an existing member of staff (including salary). However, the staff member would sign an apprenticeship agreement. If employed on a fixed-term basis the duration must be sufficient in order to complete the apprenticeship and the end point assessment.

As with new apprentices, 20% of the existing staff member's time will need to be released for off-the-job training. Consideration should be made as to how the service will manage this level of absence from work duties, bearing in mind that apprentices who have not yet achieved English and/or maths qualifications must undertake these as part of their apprenticeship. Time to study for these will be in addition to the 20% off-the-job training.

Apprenticeships for existing employees should be identified through supervision with their line managers and requested on the team's Training Needs Analysis. Requests for undertaking an apprenticeship should be made by completing the Apprenticeship Qualification Request Form (Appendix D).

Before submitting the Apprenticeship Qualification Request Form, please book an informal discussion with the Employment Pathways Co-ordinator.

The Employment Pathways Co-ordinator will advise on the appropriate framework, training provider, length of apprenticeship and possible start date. This will enable you to plan accordingly and submit accurate information on the form.

Roles & Responsibilities

Apprentices are more likely to succeed if they have structure, direction, monitoring and support. The following roles and responsibilities outline how you will be supported and what is expected of you as a manager:

The Employment Pathways Co-ordinator is responsible for:

- Promoting apprenticeships across the council to managers and setting clear expectations for targets
- Advising managers on the apprenticeship levy and requirements
- Supporting managers to create job roles and job adverts
- Liaising with Croydon Works to advertise vacancies, shortlist candidates and secure the documentation needed for an apprentice to commence employment
- Liaising with the council's HR team to notify of vacancies, adhere to corporate HR policies and procedures and secure the documentation needed for an apprentice to commence employment
- Ensure managers are regularly updated about apprenticeship standards, support available.
- Matching job roles with suitable training providers.
- Negotiating and authorising contracts with training providers.
- Managing the council's digital apprenticeship service account.
- Managing and authorising payments to training providers.
- Developing the procurement strategy and maintaining a preferred list of training providers.
- Where appropriate, taking action to address any manager concerns and provide advice and support.
- Carry out end of placement reviews with supervisors/managers and learners.

The Employment Support Pathways Officer is responsible for:

- Ensuring that all learners receive good quality Information, Advice and Guidance before, during and after their studies.
- Provide pastoral support to apprentices.
- Maintaining an apprenticeship tracking systems.
- Work with learners, managers and training providers to produce case studies.
- Advising managers on the best way to support apprentices with their portfolio.
- Providing managers with a comprehensive induction programme within two weeks of the apprentice commencing.

Croydon Works is responsible for:

- Advertising and promoting all new apprenticeship vacancies.
- Shortlisting candidates and providing information to the Employment Pathways Co-ordinator.

- Notifying candidates of the outcome of interviews with the manager.
- Obtaining all of the appropriate HR documentation to enable an apprentice to start.

The Manager is responsible for:

- Identifying the training needs of existing staff or training skills gaps for a new apprentice opportunity.
- Booking an appointment with the Employment Pathways Coordinator to discuss training, eligibility, appropriate training course, length of contract required and training provider.
- Provide the Employment Pathways Coordinator with a job role and job advert. (Templates available)
- Organising and managing interviews and liaising with HR to provide all necessary starter information.
- Ensuring that there is sufficient service budget to fund the salary costs and any additional certificate costs. (London Living Wage plus 30% on costs)
- Ensuring that the contract of employment is sufficient to enable the apprentice to complete the apprenticeship successfully, building in time for the outcome of the end point assessment. (Template available)
- Support Apprentices by providing a job with a productive purpose, with the opportunity to gain the knowledge, skills and behaviours needed to achieve the appropriate apprenticeship standard.
- Release the apprentice for a minimum of 20% of their hours to undertake off-the-job training plus additional time for functional skills: English and or Maths if required.
- Follow normal HR procedures for all corporate policies, including performance management, sickness, risk assessment, induction, disciplinary, agile working, internet and email usage and health and safety.
- Ensuring that the apprentice attends and undertakes all standard corporate and e-learning induction modules
- Completing all relevant corporate management training available via the Croydon Learning portal to ensure that they are able to fully comply and follow the organisational procedures for managing staff as set out by HR.
- Providing, confirming and supporting the apprentice to gain evidence for their apprenticeship portfolio.
- Reviewing the apprentice portfolio to ensure that it is up to date and that sufficient progress is being made towards achieving the standard and qualifications. Subsequently, taking any necessary steps to provide additional support where appropriate.
- Reviewing the apprentice portfolio to ensure that no confidential information relating to council has been to be disclosed.
- Where required, supporting apprentices to choose their optional apprenticeship standard units.

The Training provider is responsible for:

- Completing an initial assessment of the learner level and then providing an appropriate induction, including outlining a plan for delivering the apprenticeship.
- Allocating a trained and qualified assessor, who will guide the apprentice in completing a portfolio of evidence to meet the requirements of standard and preparing for the End Point Assessment.

- Delivering a comprehensive learner induction programme within two weeks of commencing employment.
- An introductory meeting with every manager to explain the process of assessment and requirements of the standard
- An Individual Learning Plan (ILP) that maps out the Learning Programme to be followed, this will include:
 - Apprenticeship standard and route
 - Portfolio requirements and template
 - Required college/provider attendance
 - Workplace assessment process and timescales
 - Time-scale for achievement, including information about end point assessment
 - Review arrangements to ensure effective monitoring
 - Any additional workshops to support their learning
 - Information on special needs and any additional support to be provided
 - Name of the assessor/manager who will support them throughout their apprenticeship
 - A formal review of progress at least every 12 weeks involving the Apprentice, the Manager and the trainer which will be recorded on the Individual Learning Plan.
 - Informal review of progress at least every month, including liaising with the work place manager.
 - Giving managers a regular opportunity to discuss the apprentice's progress towards their standard.
- Having a clear Internal Quality Assurance (IQA) process which will include a review process to ensure that the apprentice is progressing as expected.

The Apprentice is responsible for:

Each Apprentice has an Individual Learning Plan (ILP) that has been developed to meet their specific needs. It is their responsibility to make best use of the placement and to seek to achieve their apprenticeship within the time-scale set in their ILP and contract.

- Adhering to all of the terms and conditions of their employment, including all corporate HR procedures and policies
- Ensuring they make progress towards achieving all of the elements of the apprenticeship and that they remain on target throughout the employment and learner contract
- Ensuring that their portfolio is kept up-to-date.
- Actively participating in both the learner and employment review processes.
- Taking advantage of available training and development opportunities.
- Attending training days and participating in off-the-job training with both the council and the training provider.
- Completing tasks set by managers.
- Meeting regularly the Employment Pathways Support Officer.

Additional Support

Guidance and Counselling

A mentoring programme has been developed alongside L&OD which can be accessed by apprentices for mentoring if an appropriate mentor cannot be appointed within the team.

Apprentices may also become mentors if they have completed an apprenticeship with the council already or after a minimum of one year continuous service with the council in the case of longer apprenticeships.

With ever increasing pressures at work and at home, there are times when we all need some extra support, this is why the council has an Employee Assistance Programme (EAP) in place to support staff's total well-being. The EAP also provides a crisis intervention and debriefing service to both individual staff members and teams when serious incidents occur. This service has an extra charge and can be arranged by contacting HR or occupational health. Staff can access counselling over the phone immediately (Freephone 0800 0305182 to speak to an advisor), or if required, further face-to-face counselling will be arranged. More information about the EAP is available on the intranet and via HR.

Useful links

The list of available standards is updated regularly and can be accessed at:

<https://www.instituteforapprenticeships.org/apprenticeship-standards>

Existing frameworks are being switched off in phases through to 2019/20, in the interim we will continue to use frameworks where standards haven't yet been developed. Frameworks and the approved standards can be accessed at:

<https://findapprenticeshiptraining.sfa.bis.gov.uk/Apprenticeship/Search>

Further Off-the-Job (OJT) information can be accessed at:

<https://www.aelp.org.uk/media/2248/otj-guidance-and-case-study-may-2018-final.pdf>

Occupational mapping tools can be accessed at:

<https://www.instituteforapprenticeships.org/about/occupational-maps/>

FAQs

1. Why take on an apprentice?

Croydon Council has an award winning apprenticeship scheme.

<https://intranet.croydon.gov.uk/news/apprenticeship-awards-success>

Apprenticeships benefit employers and individuals in a number of ways including boosting the skills of the workforce and improving economic productivity. An apprenticeship is a real job with training. It is a way for individuals of any age to earn while they learn, gaining valuable skills and knowledge in a specific job role.

On completion of the apprenticeship the apprentice will be able to undertake a full range of duties appropriate to the role, confidently and competently to the standard set by the industry.

This approach allows employers to improve the performance of employee/s as well as allowing you, as a manager to have input in the training and development of newer recruits to the council.



To view the journey of Croydon Council Apprentice Syvanna Siragusa please visit:

<https://vimeo.com/153340617>

To read through further Croydon Council Apprenticeship case studies please visit:

<https://intranet.croydon.gov.uk/place/apprenticeships/case-studies>

Apprenticeships are available for new and existing staff from Intermediate level to Degree level.

Name	Level	Equivalent educational level
Intermediate	2	5 GCSE passes at grades A* to C
Advanced	3	2 A level passes
Higher	4, 5, 6 and 7	Foundation degree and above
Degree	6 and 7	Bachelor's or master's degree

2. How do apprenticeships work?

Apprenticeships are employer-led training programmes which comprises of a number of individual academic qualifications, knowledge, skills and behaviours that must be acquired by the apprentice on programme. Your training provider will calculate the duration of delivery- Apprenticeships can take up to 1-4 years to complete.

Under an Apprenticeship an employee will work towards:

Frameworks:

- A vocational qualification (typically a NVQ Diploma but can vary)
- Employment Rights and Responsibilities
- Personal Learning and Thinking Skills
- Functional Skills in Math's and English at Level 1 or 2 (dependent on candidate and apprenticeship selected)

Standards:

- A vocational led training programme
- A professional industry related qualification (if applicable)
- Knowledge, Skills and Behaviours related to the industry (KSB's)
- Functional Skills in Maths and English at Level 1 or 2 (dependent on candidate)

Apprentices will require a mix off on and off-the job training in order to achieve their apprenticeship successfully. Under an apprenticeship an employer must release an apprentice for 20% of their contracted working hours for off the job training. These hours and activities must be recorded and shared with your training provider.

On-the job training is the responsibility of the Manager. To discuss on-the-job training for your apprenticeship please contact the Employment Pathways Support Team.

3. How do I recruit an apprentice?

Please see section 3 and 4 of the Manager Guidance.

Apprentices are recognised legally as employees and are subject to the full rights and responsibilities as an employee. Good induction, probation, on-the-job training, supervision and good mentoring will increase the success of an apprenticeship. Managers Essential HR Policies and procedures can be found on the staff intranet you may also wish to familiarise yourself with our [HR handbook](#) to ensure you are compliant.

For existing members of staff (CPD apprenticeships please access Croydon Learning to [apply](#) or contact the Employment Pathways Support Team on CPDapprenticeships@croydon.gov.uk

4. What types of roles can an apprentice fulfil?

Apprenticeships are available in 1,500 occupations across 170 industries. Businesses of all sizes and sectors in England can recruit an apprentice and they can last anything from 12 months to 4 years.

To view the full list of Apprenticeship available please visit [Find Apprenticeships Training](#) or [Institute for Apprenticeships](#) websites.

Please note that the government will move from apprenticeship frameworks to apprenticeship standards by 2020. All apprenticeship frameworks will be withdrawn by 2020/2021 academic year.

To discuss Apprenticeship frameworks and the newer employer led apprenticeship standard please contact the Employment Pathways Support Team

5. What type of contract do apprentices work to?

Apprentices operate under a standard contract of employment and hold the same entitlements as normal employees and all apprentices require a contract of employment that covers the duration of the apprenticeship.

New employees employed for the purposes of an apprenticeship will be provided with a fixed term contract which takes into account the apprenticeship duration.

CPD Apprenticeships for existing employees who are apprenticing under permanent contracts, do not require adjustments to their employment contract however you may wish to review the existing employees working pattern to take into account the required 20% off the job training requirements.

6. Will I need to sign anything?

All managers must sign a commitment statement with the training provider and the Apprenticeship Agreement with your apprentice. These agreements and commitments will outline specific details of your apprenticeship.

7. How long should the employment contract be for?

An apprentice must hold a contract for the duration of the Apprenticeship and to allow for the end point assessment. Typical Apprenticeship durations are as follows:

- Level 2: 15 to 18 months
- Level 3: 18 months
- Level 4,5,6,7: 12 to 48 months

Please note Apprenticeship duration is counted from the apprentices first day of learning with their Training Provider and not from their contract of employment start date, for apprentices in receipt of an EHCP plan, and/or self-disclosed a learning support and/or disability, employment and Apprenticeship duration may be longer to take individual needs into account.

If an Apprentice requires a break in learning from their Apprenticeship, apprentices on fixed term contracts will require a review of their employment contract end date. For information on our break in learning process for apprentices please liaise with the Employment Pathways and Support Team.

If you wish to terminate an Apprenticeship early please speak with the Employment Pathways Team and HR

8. How much does an apprentice earn?

Apprentices at Croydon Council are paid the London Living Wage. £20,178 per annum (excluding on- costs).

The London Living Wage is an hourly rate of pay, currently set at £10.75. It is calculated independently to reflect the high cost of living in the capital.

9. Where does the funding come from to pay for an apprentice?

The apprenticeship levy will cover the costs of training towards an apprenticeship, including the end point assessment. Salaries, travel and expenses, PPE and student membership fees that are required by professional bodies and exam re-takes are the responsibility of individual directorates.

For a full overview of what costs are not covered by Croydon Councils apprenticeship levy please contact the Employment Pathways Support Team

10. How is an apprentice managed?

An apprentice is managed under the same processes as a normal employee, however we ask that you to take into consideration the additional support required for a new entrant or a young person that has limited experience of work and/or the council.

If you are a new manager or wish to enhance your mentoring or coaching skills more information can be found here: Mentoring@Croydon or [Inspiring and Aspiring Leadership Programmes](#)

Apprentices at Croydon Council are entitled to additional support from:

- Professional networks
- Employment Pathways Support Team
- Employee Assistance Programme
- Statutory support
- Training Provider
- For apprentices who are looked after children/leaving care can access support from Social Services up until the age of 25

11. Who will choose the training provider?

Croydon Council use a variety of training providers for apprenticeship delivery. The Employment Pathways Support Team will introduce you to your training provider/s after completion of a discussion on your training needs. You will then have the chance to familiarise yourself with your training provider and gain more detail on the selected apprenticeship programme.

12. What will the training provider do?

The role of the training provider is set out in Section 5 of the Manager Guidance.

Training providers can be either further education colleges or independent training organisations within the private or voluntary sector. An apprenticeship training provider works alongside the employer and apprentice in order to achieve the apprenticeship. They are able to receive government funding to train apprentices and must maintain a quality level as required by OFSTED.

A training provider will allocate a trainer/tutor as well as a work-based co-ordinator to work alongside the apprentice to ensure that they meet the apprenticeship criteria academically.

As well as training your apprentice off-the-job your training provider will also;

- Support apprentices with additional learning support needs/EHCP plans
- Complete work based visits and work-based assessments (if required)
- Conduct progress reviews with Managers to monitor the apprentice's progress.

The role of the trainer/tutor is to deliver knowledge with your allocated work-based coordinator working alongside the apprentice to gather work-based evidence gathered from your apprentice work activities linked to the apprenticeship criteria.

Your work-based co-ordinator will also work alongside the Manager's to maintain pace, progress and quality of evidence of the apprenticeship. Your work-based co-ordinator will be able to provide you with suggestions to advise you on the correct work activities for your apprentice throughout the programme.

The Employment Pathways and Support Team will identify the most suitable training provider for your training needs however it is helpful for you to think about:

- Delivery model- online, blended, release to workshops
- Frequency and duration of delivery- weekly, monthly, 1-2-1, adhoc
- Workshop location

Training providers have their own disciplinary procedures and codes of conduct that your apprentices must adhere to with a learning agreement, a commitment statement and an Apprenticeship agreement signed between the manager, apprentice and training provider which sets out the training providers expectations to you and your apprentice at enrolment.

Breaching a training provider's terms, policies and procedures will place an apprenticeship at risk. If your apprentice has received disciplinary action from their training provider or has been withdrawn from their Apprenticeship programme by their training provider please contact the Employment and Skills Pathway team immediately.

13. What is my role as a manager?

As a manager you are required to treat your apprentice as normal member of staff ensuring that you follow all policies and procedures for general employees at Croydon Council. You will be required to adhere to the terms and condition of your apprenticeship agreement as set out by your training provider as well as carry out appropriate and relevant on-the-job training, release your apprentice to achieve their 20% of off-the-job training as well as provide coaching and mentoring to your apprentice to ensure that the apprentice develops the knowledge, skills and behaviors as required of their apprenticeship.

If you are a new manager at Croydon Council or have inherited line management of an apprentice mid-way through an apprenticeship please contact the Employment Pathways and Support Team immediately.

14. Is there any paperwork involved in being an apprentice manager?

Yes, there are a number of documents that as an apprentice manager you will be required to read through and sign. You will be required to complete internal documents as required of new employees this will include, induction, probation and appraisal documents.

You are also required to complete documents provided by your training provider at enrolment. This is necessary in order to enrol your employee onto an apprenticeship, release apprenticeship funding to cover the training costs as well as to register your apprentice to an awarding body for training. Once the necessary paperwork has been completed the Employment Pathways Support Team will access Croydon Council's apprenticeship levy which will fund the apprenticeship training and delivery will start.

On programme you will be requested to provide documents to your apprentice in order for your apprentice to build a robust work portfolio of evidence. These documents can include a copy of your employee's job description as well as copies of the apprentice's appraisal. To further support your apprentice's work-based portfolio you may wish to complete witness statements.

To discuss the level of administration require under an apprenticeship please contact the Employment Pathways Support Team

15. Are there milestones that the apprentice should achieve?

Yes - prior to starting an apprenticeship your training provider will outline to you your apprentice's journey. You will find that your apprentice will have key points in their Apprenticeship such as; exams, knowledge tests, deadlines as well as functional skills exams. You should try to ensure that your apprentice is managing their time effectively to ensure their attendance to these key points within their apprenticeship.

Gateway and End Point Assessment (EPA)

Under an apprenticeship standard an apprentice is required to be entered for their End Point Assessment, to do so the apprentice must successfully complete the first stage of their apprenticeship (Knowledge, Skills and Behaviours).

The aim of the gateway review is for the apprentice's manager and training provider to gauge the apprentice's readiness for their end-point assessment. Once a favorable decision has been made, the apprentice will then be entered for their end-point assessment if the apprentice is deemed to not be ready for their EPA your training provider will discuss this with yourself and may request that the apprentice completes further work in order to build on their knowledge, skills and behaviors before a further gateway review is made

16. How do I deal with sickness?

You will be required to follow Croydon Councils sickness policies and procedures.

17. How do I deal with underperformance?

You will be required to mentor and coach your apprentice to ensure that they are performing to the best of their ability. Mentoring and coaching can include development in the apprentice's knowledge, skills and behaviours as required for an apprenticeship. You may wish to record these activities as on-the-job training, you may further wish to review your team in order to identify appropriate team

members who will be able to support your apprentice and their apprenticeship. [Mentoring@croydon](#) and [Leadership programmes](#) are available for staff who may wish to seek further development in their mentoring or leadership behaviours in order to support an apprentice/apprenticeship

Please ensure that you are following Croydon Councils [New Starter Procedures](#) [Probation Procedures](#) and [Induction](#) as well as [appraisal's](#). You are required to provide regular supervision and guidance to your apprentice as well as provide on-the-job training and support in order to enhance your apprentice's knowledge, skills and behaviours.

If you believe that your apprentice is underperforming please liaise with HR for guidance, more information on Croydon Councils Capability Procedure and Disciplinary Procedures can be found within [Croydon Councils HR Handbook](#).

18. What happens at the end of the apprenticeship?

Once your apprentice has completed their end-point-assessment, the results will be provided to the apprentice directly from their training provider. You may wish to request that you are also kept informed of your apprentice's results. Your apprentice will receive their certificate of completion at a further date which will also be sent directly to the apprentice from their training provider.

If your apprentice is working under a permanent contract you may wish to discuss their working pattern as a study day is no longer required after successful completion of an apprenticeship.

Redeployment: If your apprentice is on a fixed term contract you may wish to discuss with them in joining Croydon Councils redeployment list, to do so the apprentice must complete the redeployment form 2 months prior to their employment contract end date. More information regarding redeployment for apprentice's can be found within the councils [HR Handbook](#). Please note on rare occasions where the apprentice may require further time on their apprenticeship the Employment Pathways Support Team will discuss the potential for an employment contract extension. Apprentices must remain employed throughout the duration of their Apprenticeship in order to complete.

Apprentices nearing the end of their apprenticeship who are operating on fixed term contracts can receive support from the Employment Pathways Support Team as well as [Croydon Works](#) - Croydon Councils job brokerage service regarding next steps. This can include support in finding new employment, accessing further or higher education, short courses, career break or applying for internal positions. As a manager you may wish to make your own decision regarding retention, if you wish to consider [change of conditions of service](#) for your apprentice please liaise with HR.

Once the apprentices fixed term contract is at end and apprenticeship completed (as confirmed by your training provider) please follow Croydon Councils Leavers procedures found on the Intranet.

19. What happens if the apprentice is not achieving the appropriate outcomes and outputs?

Croydon Council offer support to all employees and managers regarding conduct and capability for more information and guidance please visit Croydon Councils [HR Handbook](#)

If your apprentice is deemed to be academically underperforming your training provider will informally contact yourself and/or the Employment Pathways Support Team. We will then request, in the first instance that you consider reviewing strategies in order to support your apprentice through the issue, you are able to request support in managing the situation by liaising with HR and/or the Employment Pathways Support Team

If the issue cannot be resolved informally or if the issue continues your training provider may wish to arrange a meeting with you to discuss the situation in greater detail, if the issue cannot be resolved satisfactorily or you suspect a breach of employment contract has occurred please contact HR for

guidance. Please note that apprentice's must operate to their training provider's code of conduct and apprenticeship agreement as well as to their responsibilities as employees to Croydon Council.

Learning Support: If your training provider has concerns regarding an undisclosed disability or learning support need please liaise with HR or the Employment Pathways Support Team for advice on statutory support and internal support available. A training provider may wish to encourage the apprentice to self-disclose or produce their EHCP plan if not previously provided to enable the apprentice to access extra time for exams etc., some providers may wish to support further by carrying out an assessment of the apprentice to determine the level of support required, if an apprentice is deemed to have a disability that has not been previously disclosed please liaise with HR for guidance and/or follow the councils policy on supporting employees with [disabilities or autism](#) , for apprentices that require further support please read through Croydon Councils guidance for employees on [Access to Work](#)

If a training provider feels that there has been a breach of the apprenticeship agreement, or in policies and procedures your apprentice can face disciplinary action from their training provider, failure to maintain their enrolment with their training provider may result in the termination of contract. For apprentice's aged under 18 years of age a training provider may wish to request the attendance of the apprentice's parent/guardian to a disciplinary meeting.

BREAK IN LEARNING (BiL)

You may wish to request a break in learning for your apprentice from the Employment Pathways Support Team if the issue is deemed serious enough. The apprentice may take a break in learning where they plan to return to the same apprenticeship programme. The decision to take a break in learning, the reason for the break and its expected duration must be agreed with between apprentice, manager and the Employment Pathways Support Team. Justification for a BiL request can include; medical treatment, parental leave or leave for other personal reasons in their Apprenticeship.

20. What's an end point assessment? (EPA)

Before the apprenticeship begins, an End-Point Assessment Organisation (EPAO) will need to be chosen by Croydon Council to conduct the assessment of your apprentice. An EPAO is a third party organisation, separate from Croydon Council and your training provider, that conducts the final assessment of the apprentice and determines the final grade, this is also known as the end-point assessment (EPA)

The end-point assessment (EPA) is designed to be an objective and impartial assessment of an apprentice's knowledge, skills and behaviours as outlined in the apprenticeship criteria. Instead of completing an apprenticeship in modular form such as the older styled apprenticeship framework, an apprenticeship standard requires the apprentice to pass their EPA (an apprentice under an apprenticeship framework will not need to go through a gateway decision or complete a EPA, apprenticeship completion for a framework is determined once all modules and qualifications under the framework are completed, verified and marked by the awarding body). An Apprentice under a standard will then be graded on completion of the EPA and can gain either a pass/distinction or a pass/ merit/ distinction.

The EPA consists of a number of assessment's to determine if the apprentice has the necessary knowledge, skills and behaviours as outlined in the criteria for their Apprenticeship, your training provider will begin to start preparing your apprentice for their EPA after a successful gateway decision between the manager and training provider has been reached. The scheduling of the EPA assessment after gateway can take weeks or months, your training provider will confirm with you the date and time of your apprentices EPA once confirmed by the EPAO. The EPA will generally take place at work so you may wish to ensure the appropriate facilities, access and equipment is available for the EPA Assessor and apprentice during the assessment.

The EPA is carried out by a selected End-Point Assessor – an individual who is an assessment professional with years of experience within their chosen field.

Activities are different for every apprenticeship during the assessment period, an end-point-assessment can consist of:

- Professional discussions
- Situational judgement tests
- Practical observations
- Portfolios
- Question and answer sessions
- Culinary challenges
- Projects
- Presentations
- Interviews
- Showcases

21. What other support will I receive from the apprenticeship team and HR?

Croydon Council offer a robust range of support for employees this can include support in health and wellbeing to support in knowledge via [Croydon Learning](#), to view all available support for employees please visit Croydon Councils Intranet:

- Employee Assistance Programme
- [Discounted Oystercard](#)
- Health and Wellbeing
- Agile working
- Mentoring
- Professional Networks

22. What support will the apprentice receive over and above the line manager?

Apprentices will be able to receive internal support as available to all employees at Croydon Council as well as support from statutory services , the Employment Pathways Support Team are also able to provide pastoral and welfare support as well as:

- Break in learning
- Pastoral and welfare
- Resolve issues between yourself and your training provider
- Looked After Children/Leaving Care Apprentices

For apprentice's who are looked after children/leaving care additional support is available from local authorities, you may wish to liaise/familiarise yourself with the individuals team around the child (TAC) to determine the current level of support already provided to your apprentice. Please ensure you have consent from your apprentice aged over 18.

Care Leavers Bursary

Apprentices are eligible to receive a £1,000 bursary payment if they have been in the care of the local authority if they meet any of the following definitions of a Child in Care. To discuss the criteria for an application for a Care Leavers Bursary please liaise with the Employment Pathways Support Team and/or your training provider

23. What role should the wider team and service play

It is advised that managers review their team's skills and competences in order to support an apprenticeship- you may decide to select a number of employees to mentor and develop an apprentice in their knowledge skills and behaviours as required for an Apprenticeship, an apprentice will naturally pick up the skills and behaviours of their mentor so please select carefully

On occasion you may wish to develop your apprentices in knowledge, skills and behaviours that you may not hold within your team- it is encouraged to discuss support in developing your apprentice with other divisions and services where appropriate,. The apprenticeship scheme at Croydon Council is council wide and as a manager you may wish to identify the best areas that can provide high quality development to your apprentice. Work shadowing, observations and attendance to external seminars are useful development tools for an apprenticeship and considered as off-the-job training.

24.

I want to keep my apprentice. Can I continue to employ them once their apprenticeship is completed?

To continue to employ an apprentice after completion of contract end, if the grade has changed please liaise with HR- you may find that the apprentice may need to apply and interview for the new post.

Apprentices are also entitled to join the councils redeployment list 2 months prior to the end of their contract- please speak with your apprentice to decide if they wish to join the redeployment list, your apprentice will need to complete and submit the redeployment form, more information can be found within the councils [HR Handbook](#)

25. What happens my apprentice isn't achieving the necessary standards in work?

We will encourage you to liaise with HR, in the first instance for guidance. HR will need to see that the necessary support, supervisions and guidance has been completed including probation, induction and mandatory learning has taken place.

Once you have received advice from HR please maintain contact with your named HR advisor to ensure the necessary documents have been kept.

Appendix A: 20% Off-The-Job-Training

How does the 20% off the job training work?

An Apprenticeship is a combination of on and off-the job learning. A 20% minimum has been set. This is the minimum amount of time that should be spent on occupational off-the-job training during an apprenticeship. This applies to both apprenticeship frameworks and to apprenticeship standards at all levels. Your training provider will request that your apprentice keeps a diary recording their off-the-job hours and activities- some training providers request that this diary is shared with them monthly by the apprentice or maintained via the apprentice's e-portfolio

Off-the-job training is defined as:

'is training which is received by the apprentice, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviors of the approved apprenticeship referenced in the apprenticeship agreement. By normal working hours we mean paid hours excluding overtime.

"It is not on-the-job training which is training received by the apprentice for the sole purpose of enabling the apprentice to perform the work for which they have been employed. By this we mean training that does not specifically link to the knowledge, skills and behaviors set out in the apprenticeship.

Off-the-job training – the vital 20%

Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours. It can include:



Teaching of theory - lectures



Simulated exercises and role play



Attendance at competitions



Manufacturer training
e.g. new equipment
or technologies



Learning support provided
by employer or the provider



Some online learning
e.g. webinars or blended learning



Shadowing or
being mentored



Practical training



Visiting the employer's
other departments



Time spent by the apprentice writing
assessments/assignments



Industry visits or visiting other companies
or suppliers

To discuss which activities are classed as off-the-job training or on-the-job training please contact the Employment Pathways Team

Appendix B: A guide to supporting apprentices with their portfolio

Collecting evidence

Once your apprentice has had their initial meeting with their assessor, you may be asked to help choose their optional units. They will also need your support and guidance to help them collect their evidence.

Types of evidence

1. Natural Observation in the Workplace:

When an assessor has planned to observe an apprentice, a manager can support by:

- Running through the required tasks with the Apprentice about an hour before so that it is fresh in their mind (you would already have discussed in detail at the 1:1 meeting). Informing others in the office what is happening – to ensure minimal disruption.
- Making the necessary arrangements with colleagues who may be affected by the observation.
- Arranging for certain work to be put to one side – so the Apprentice can carry out the specific tasks which are to be observed when required.

2. Witness Testimony:

- You can give direct support by providing a testimony for your Apprentice to use as evidence.
- The testimony should be in support of the apprentice's performance.
- The witness testimony needs to be signed and dated. The assessor will give you guidelines on writing the witness testimony.
- If a witness testimony is produced by work colleagues it will require you as the Apprentice's Manager to co-sign.

3. Work Products

- This is direct evidence that the Apprentice will produce. You can support them by:
- Allowing the Apprentice time to produce these documents.
- Provide the opportunity for them to have access to a piece of equipment and relevant guidelines. (It is important that working procedures are available for the Apprentice to gain knowledge and understanding).
- Look at the work products to ensure they meet the requirements (remember evidence should not contain confidential information!).

4. Candidate Statement

- The apprentice will write a statement when they have difficulty providing direct evidence, you can help by:
- Reading through the statement at the 1:1 meeting.
- Make sure the Apprentice has covered what they have been asked to in the statement.
- Ensure the statement is on headed paper, signed and dated.

Appendix C: Example Role Profiles

Croydon Digital Services

Apprentice Content Designer

Background

It's an incredibly exciting time to be joining Croydon – especially to work on digital, data and technology services. Digital transformation is central to our ambitious plans and we are, in the [words of our Chief Digital Officer](#), not messing around.

We are establishing a new [Croydon Digital Service](#) and Digital Strategy within the council – transforming our ICT team into a [GDS](#)-style service that can support the digital transformation of the council, revolutionise our online services for residents, and lead cross-sectoral work to enhance the borough through digital and technical innovation.

We have signed the [Local Digital Declaration](#), committing us to delivering user-centered services that meet the [Government Service Standard](#), and to following the [Technology Code of Practice](#). We seek to collaborate, wherever possible, across London boroughs (led by City Hall) and all local authorities to share learnings, ideas and solutions. We work in the open, inviting feedback and input from our stakeholders.

About the role

We are looking for someone who is:

- Interested in a career in content design
- Interested in working to Government Digital Service principles and ways of working
- Interested in working in the public sector
- Understands the importance of User needs and wants to develop understanding of user research
- Has a relevant qualification or experience or can demonstrate enthusiasm and interest in this field
- Curious about how people use websites.
- Inquisitive about what things people need a website to do.
- Interested in creating things which can help improve people's everyday lives
- Eager to uncover a web users motivations
- Who appreciates that things which appear to be simple to use are often the result of complex research and design decisions.

Keen to develop these skills:

- create, iterate and manage user-centered content
- work closely with other members of the multidisciplinary team to understand user needs and agree the right design approach, write and map user stories, design content plans, create and publish content
- use analytics, user feedback, user research and other sources of information to improve content
- work with stakeholders to understand their issues whilst maintaining content quality

[Join our team:](#)

This is an exciting opportunity to join a new ambitious team keen to develop a fast paced, fun, delivery focused environment. This apprenticeship will enable the post holder to work in multidisciplinary teams that include service designers, product managers and user researchers.

Croydon Digital Service genuinely want to develop our technology setup to improve customer experience.

We invest in our employees to help develop and achieve professional goals whilst also providing you with the opportunity to work with brilliant minds and be part of an exceptional high performing team.

<https://www.instituteforapprenticeships.org/apprenticeship-standards/junior-content-producer/>

Grounds Maintenance Service

Apprentice Land Based Service Engineer

Background

The Grounds Maintenance Team. We work with Community groups, friends of park group and payback teams in Croydon to maintain Croydon's Parks and open spaces.

Functions in the team

This is a busy and fast paced frontline team where your ability to be flexible and prioritise will be a welcomed asset.

We maintain all power tools and machinery for the Grounds maintenance fleet

What you'll be doing:

- Keeping the workshop and tools clean and tidy
- Day-to day support of the workshop foreman
- Maintaining the cleansing of vehicles and machinery
- Basic servicing inclusive of oil changes and filters
- Fault diagnosis
- Damage repairs and safety checks.
- Contributing to the preparation and delivery of any project work appropriate to the team and service
- Minor administrative duties to support the workshop foreman

We are looking for someone who is:

- Eager to learn and enthusiastic
- Good IT skills
- Uses their initiative
- Confident in communicating with a variety of people both verbally and in writing
- Good organisation and time management skills

Join our team:

- if you're interested in Grounds maintenance and mechanics and want to work in a team environment
- because there will be opportunities to work and progress with the Grounds Maintenance team

Transport & Planning

Transport & Planning Apprentice

Background

As a Transport Planning Apprentice you'll use your interest in transport to help Croydon manage the level of growth planned for the borough. You'll assist in assessing the impacts of development on the local transport network, tackling local air quality issues and the Climate Emergency, and promoting cycling and walking. Ultimately, this role is about working passionately and collaboratively as part of a forward thinking and innovative team, to help us achieve our ambitious and challenging targets.

About the role

To join, you'll be a good communicator, have proven IT skills (basic Microsoft Office packages), and feel comfortable meeting and dealing with members of the public and councillors. Most importantly, you'll need a keen interest in transport.

While you'll be expected to work flexibly across the service, you'll ideally have an interest in the following specialisms:

- Urban geography, planning or traffic engineering – you'll be working alongside our colleagues in the Planning and Development Management teams to ensure new developments minimise impact on the road network and promote opportunities for sustainable transport.
- Cycling and walking – you'll be asked to help deliver projects that increase walking and cycling and make the local road network safer and easier to use by these forms of travel.
- Air quality and the environment – you'll get involved in delivering projects that help tackle air pollution and support the uptake of electric vehicles and reduction in private car trips.
- New urban mobility services – you'll be asked to work on projects to manage and oversee the introduction of new shared mobility services within the borough such as flexible car clubs, electric scooters and dockless electric bikes.

As a Transport Planning Apprentice, you'll gain practical experience in addition to your professional training, and you'll receive all the support you need to succeed in your career as a Transport Planner.

Rotating through different roles in Strategic Transport, you will develop your skills, knowledge and experience in the planning and design of Transport schemes, plans and policies, while providing support in accordance with Council policies and procedures.

You will help assess the transport and public realm implications of Applications for new developments in the borough, and communicate with a range of audiences including presenting, report -writing, public consultation and stakeholder engagement.

You will develop project management skills (budget, time and quality management) through on – the job and formal training to establish knowledge and understanding.

Corporate

- To be a flexible and supportive member of the team
- To maintain strict confidentiality at all times
- To attend and take part in team meetings and performance reviews
- To participate in relevant training programmes as required by the council

Functional

- To actively and enthusiastically work towards developing your skills and knowledge, as agreed in your learning plan, and attend all training supplied whenever necessary.
- To provide excellent customer service to answer/deal with queries, by phone and email, obtaining input from colleagues as required to provide a full response.

- To assess impacts of potential transport measures e.g. bike lanes, zebra crossings
- To consider implications of planning applications for developments e.g. new flats.
- To make sure new developments minimise impact on the road network and promote opportunities for sustainable transport.
- To work on school travel plans to help students make safe, sustainable journeys.
- To support the successful delivery of Road Safety education, training and publicity.
- To support successful Travel Demand Management and Transport Policy initiatives, including those designed to improve local air quality and reduce carbon emissions.
- To support the Project Management of sustainable transport scheme designs – notably walking, cycling and public transport, and parking management schemes.
- To develop consultation materials to ask residents what they think of our proposals.

Education/Qualifications

- Essential - Minimum of 5 GCSE's or equivalent (this must include A – C in Maths and English Language or equivalent) and preferably Geography.
- Preferable – A level's or equivalent qualification in a subject such as Geography, Environmental Science or similar subject.
- Essential - Competent user of computer software packages in particular Microsoft Office Packages

Knowledge, Skills & Abilities

- Competent to process basic administrative tasks accurately following instructions
- Good interpersonal and communication skills
- Ability to deliver and learn new tasks and work to deadlines
- Confidence and ability to establish effective working relationships
- To have an interest in transport matters and in pursuing a career in the transport sector

Economic Growth Team

Project Assurance Support Apprentice

Background

The Project Assurance Team is a small team and works primarily with project managers across the Place department, to collate project programme information and ensure compliance is maintained in accordance with the project management framework policy.

Functions in the team

- To ensure a robust governance structure is in place for all projects and programmes which enable or deliver growth, regeneration and investment in the borough
- To carry out project reviews so there is adherence to the framework.
- To produce a range of dashboard reports for various meetings in a timely manner.
- To analyse risk and escalate issues that can have an impact to the authority or to the delivery, cost or quality of the project.

What you'll be doing:

- Collating dashboards and analysing data
- Checking compliance to the framework i.e. checking documents are on file
- Updating information on to SharePoint (the document storage system)
- Attending meetings
- Meeting administration (*Diary management, Agendas, Minutes*)
- Sending emails
- Reviewing project documents

We're looking for someone who:

- Has good organisation and planning skills
- Has attention to details
- Good time management
- Good communication skills
- Able to analyse data

- Excellent Excel skills

Join our team:

- If you are interested in project management or data analysis and enjoy an analytical and administrative role.
- If you're a forward thinker and enjoy a challenge.
- If process is your thing.

Learning & Organisational Development Team

Business Administration/Learning & Development Apprentice

Background

At Croydon we believe that a skilled and committed workforce is crucial to our future success. To deliver borough outcomes successfully we need to equip our people with the knowledge and skills they need to operate in a fast paced, ever evolving environment.

The purpose of our teams:

Corporate Learning & Organisational Development is to provide a range of learning activities including inductions for new colleagues, management skills development, leadership development and personal effectiveness training. We offer learning to our people using a range of delivery methods including face-to-face workshops, eLearning, digital or online content. Our team supports the council by designing and delivering OD interventions to achieve its key organisational goals and cultural development.

Functions in the team

Learning and development consultancy: provides effective consultancy to services by identifying learning needs, advising on resources, planning learning interventions and evaluating and reporting on their impact. Leads the council's corporate training offer including mandatory and essential skills training and induction.

Organisational development consultancy: provides effective consultancy to services to identify relevant organisational development interventions using the whole consultancy cycle including research, diagnosis, delivery and evaluation.

Management & leadership development: provides management and leadership development programmes to improve management and leadership capability, grow our talent to underpin the success of the organisation.

What you'll be doing:

- Provide business administrative support to Learning & Organisational Development team
- deal with queries about training courses, workshops and eLearning courses by telephone and email
- Support the smooth running of training courses and workshops
- Book venues for training and meetings
- Maintain the learning management system (LMS) ensuring data accuracy and the integrity of the system
- Support all LMS users to ensure they can access learning and development opportunities via the LMS
- Prepare course materials for training courses, workshops, conferences, etc
- Generate delegates lists from the learning management system
- Update delegate's attendance in the LMS in a timely manner
- Help the wider L&OD team in implement key activities, such as leadership & management development, under the direction of relevant team members.
- Prepare resources and materials for corporate training, including induction, leadership & management training, etc. and ensure that resources are available for effective training to take place
- Ensure regular marketing of L&OD utilising a range of channels including e-newsletters, the council's intranet, etc.
- Working in partnership with the internal communications team develop marketing materials to promote learning & development opportunities to enable maximum exposure and uptake.
- Create marketing material which is creative and innovative using all available communications channels to ensure that staff and managers are well informed
- Develop promotional materials and online content
- Event administration and day to day team business support

- Analyse learning activity data and produce reports
- Create and maintain knowledge libraries
- Occasional research projects as required

We're looking for someone who:

- interested in a career in learning and development
- is eager to learn, curious and enthusiastic
- uses their initiative
- is organised and has good time management skills
- Is passionate about technology e.g. internet, social media, etc. with good IT skills especially Microsoft Word, Excel & PowerPoint
- Has good data analysis skills
- is passionate about learning & development
- can build rapport and relationships with people quickly
- is confident in communicating with a variety of people both verbally and in writing
- enjoys helping with and running events

Join our team:

- if you're interested in learning and development and want to work in a team that helps the council to develop its people's talent to underpin the success of the organisation
- because there will be opportunities to work across the whole council – we're a very outward looking team with links into a number of other departments
- because we lead on the council's learning and organisational development programmes and support its cultural development