

(ENTER APPRENTICESHIP TITLE)

Service Level Agreement between Host Employer NMUH, Line Manager, Apprentice and Conel.

Host Employer: North Middlesex University Hospital NHS Trust

Line Manager:

Apprentice Name:

Training Provider: College of Haringey, Enfield and North East London

Learning Programme:

Start Date:

Expected End Date:

Host Employers' Responsibilities (Project Manager)

- To monitor the contractual agreement with the training provider, responding promptly to any queries raised in order to address and resolve any issues.
- The Provider will provide the underpinning knowledge and assessment for the programmes listed above.
- The Provider will check previously acquired qualifications in line with entry requirements.
- The Provider will ensure that three monthly reviews will take place on the Host employer's premises in the form of a three-way meeting between the Host employer's representative (normally the line manager or mentor), the tutor/assessor and the Apprentice.
- The Provider will arrange for Health and Safety checks to be carried out on the Host Employer's premises.
- The Provider will ensure all relevant pre-employment checks are carried out including references.
- The Provider will ensure that all staff in contact with the Apprentice are suitably qualified/experienced and DBS checked (declaration from Host employer)
- The Provider will provide Apprentices, copy to the manager, with the necessary documentation including handbook, assessment criteria and learning materials required by the Apprentice to enable them to complete the programmes.

- Where additional learning support is required by the Apprentice the Provider will organise this.
- The Provider will follow quality assurance procedures and ensure that internal and external verification takes place.
- The Provider will register Apprentices with the relevant Awarding Body and claim individual certificates as well as for the Apprenticeship framework.
- The Host Employer will arrange monthly group meetings with all Apprentices.
- The Host Employer will nominate a named person to act as Mentor to support the Apprentice in their workplace.
- Host Employers are required to release apprentices to attend the learning programme.
- The Host Employer should have appropriate insurance and provide documentation to the College confirming this.
- The Host Employers will arrange for Apprentices, where appropriate, to obtain a DBS check and make decisions about suitability where there is disclosure.
- The Provider will be responsible for costs related to specific occupational needs e.g. DBS checks.
- Any concerns about an Apprentice's progress or behaviour, either in the workplace or during training and learning, should be raised promptly with the appropriate line manager and dealt with in the first instance in personal supervision.
- Apprentices are subject to the capability and disciplinary procedures of their host employer and these should be invoked if an apprentice is deemed not to satisfactorily complete the training requirements.
- The Host Employer should have appropriate Health and Safety policies, procedures and insurance cover in place and documentation made available to the college at the Health and Safety check visit.

Line Manager – Mentor

- Managers are required to release apprentices to attend the learning programme and monthly Apprentice meetings.
- Apprentices should agree their holidays with their line manager. Leave should not be taken during college term time unless in exceptional circumstances.
- Apprentices should be given clear guidance regarding their roles and responsibilities including dress code and shift patterns.
- Managers should ensure that apprentices are aware of grievance procedures.
- Managers will ensure that a timesheet is completed for Apprentices covering hours spent in the workplace.

- Managers will monitor attendance and timekeeping in the workplace.
- Managers to ensure appropriate supervision and arrange regular meetings-reviews with Apprentice.
- Any concerns about an apprentice's progress or behaviour, either in the workplace or during training and learning, should be raised promptly with the appropriate line manager and dealt with in the first instance in personal supervision.
- Completion of the Apprentice programme is essential and Apprentices should not be encouraged to seek full time employment internally or externally until three months before the end date. Any internal employing manager must support the apprentice to complete the programme within the original timeframe.
- Managers and Mentors should provide a positive example to apprentices in terms of punctuality, reliability and modelling professional work practices.

Apprentices' Responsibilities:

- Apprentices as workers are expected to abide by the policies and codes of conduct of their employing organisation.
- Apprentices are required to attend training and learning as part of their contracts with their employers, and personal targets will be set in training plans at the commencement of the apprenticeship.
- Apprentices are paid workers. Attendance at the formal learning programme and learning review meetings are part of their employment responsibility. Anticipated absence should be agreed with the apprentice's line manager and should be communicated to the relevant trainer personally by the apprentice using telephone or e-mail.
- Sickness reporting – the Apprentice should contact their line manager 1 hour before start time. Attendance reports relating to the provider programmes will be communicated to the Host employer and manager. (First Care reports to be sent to line manager and host employer as agreed)
- Apprentices will be expected to complete all assignments related to the programmes.
- Apprentices will be expected to attend all sessions punctually. Lateness to College classes will be dealt with under the College's disciplinary procedures and will be communicated to the Employer.
- Annual leave should be taken by arrangement with line managers, in line with employers' terms and conditions. Leave should not be taken during college term time unless in exceptional circumstances.
- Apprentices are subject to the codes of conduct of the College. Failure to attend promptly and to participate fully in training and learning is disruptive to colleagues and could result in disciplinary action for apprentices through contact with employers.

- Apprentices are required to attend three monthly reviews with their tutor/assessor. At these meetings progress is reviewed against the individuals learning plan. Any concerns about progress are then discussed with the appropriate line manager.
- Where apprentices are anxious about their own progress they should discuss their concerns with either the assessor, the college tutor, key skills assessor or their line manager. The apprentice can first of all discuss their concerns with their mentor.
- Apprentices are required to complete the learning programme, NVQ, or key skills as part of their employment contract. If an apprentice fails to meet the required standards for any of these elements of the apprenticeship they can have their employment terminated. However all parties will attempt to resolve any difficulties before this action is taken.
- Apprentices may terminate their contract at any time by giving 4 weeks' notice in writing. If employment is secured at Host Employer, not before 12 weeks from the end date, the Apprentice agrees to continue and complete the learning programme within the original timeframe.
- Apprentices to inform employer and any other relevant person's changes to personal detail.
- Apprentices as workers are entitled to join a trade union of their choice.

Appeals Procedures

There are several mechanisms for apprentices to appeal against any disciplinary action, depending on what action has been taken and by whom. This also applies to appeal against assessment decisions.

- Employer: Where disciplinary action is taken by the employer this may be appealed under grievance procedures which should be made available to the apprentice as part of the codes of conduct.

Disclaimer:

Any publicity and all communications in relation to the delivery of this service need prior agreement from the Apprentice Manager.

Employer representative:

Name:

Signature:

Date:

Apprentice

Name:

Signature:

Date:

Line Manger

Name:

Signature:

Date:

NB: The funding agency (NAS) Learning Agreement requirements will also apply in addition to the above.