

Apprenticeship Employer Handbook



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1. Welcome

Ixion welcomes you and your apprentices to the apprenticeship programme. We are a national, not-for-profit, Ofsted 'Good' (2023) training provider of skills and education and proud to be part of the Shaw Trust Group, a social purpose organisation.

Ixion provides an innovative, open, and honest strategic partnership with extensive knowledge and experience of navigating the apprenticeship levy and we will provide you with a high-quality service through:

- Completion of an Organisational Needs Assessment (ONA) and together identify training opportunities and needs.
- Working in partnership with you to develop tailored training programmes designed to meet your business needs as well as to effectively support your apprentice's individual needs.
- Provision of an apprenticeship recruitment service, supporting you to match apprentices to the needs of your business.
- Access to other government funded streams or signposting to other streams where appropriate.
- Support with succession planning.
- Providing you with access to a Virtual Learning Environment (VLE) (OneFile), training and support resources enabling you to monitor the progress and development of your apprentice(s).
- Support with Corporate Social Responsibility (CSR) for local community benefit.
- Additional maths and English support where required.
- Access to regular employer development with remote sessions to help you to provide your apprentice with a good experience and to ensure they are effectively supported throughout their apprenticeship.
- Supporting you to develop current staff and look to recruit the next generation of staff in key places.
- Our time, support, and dedication.

We hope that you find this handbook a helpful first step and if you have any suggestions on how we may improve it for future employers, we would be delighted to hear from you.



2. What is an apprenticeship and how is it funded?

An apprenticeship is a genuine job with substantive training delivered through a programme which takes from at least 12 months to complete. Overall programme lengths will depend on the level and the individual requirements of the apprenticeship standard. Apprentices are aged 16 or over and can be a newly recruited or an existing employee. An apprentice must remain in employment (excepting redundancy) until the end-point assessment is completed.

Apprenticeship Levy

As an employer you fall into one of two groups “Levy payer” and “non-Levy payer”. If you are an employer with a pay bill of over £3million each year (a large employer) you must pay the apprenticeship levy. Employers with a pay bill of less than £3million a year will not need to pay the levy.



Key facts – Levy payer:

- You need to pay the apprenticeship levy if you are an employer with an annual pay bill of more than £3 million each year or are connected to any companies or charities for Employment Allowance purposes and have a combined annual pay bill of more than £3 million. All sectors must pay the levy (there are some sectors with specific rules for paying the apprenticeship levy).
- You must still pay the apprenticeship levy even if you already contribute to an industry-wide training levy arrangement such as the Construction Industry Training Board levy.
- There is a levy allowance of £15,000 per year, with employers required to pay 0.5% of their pay bill less £15,000. The 0.5% includes all earnings that are subject to class 1 National Insurance contributions.
- The government will apply a 10% top-up to funds.

Key facts: non-Levy payer:

- If your annual pay bill is under £3 million you are classed as a non-Levy payer, this is called co-investment.
- Funding bands and co-investment. Every individual apprenticeship standard will be allocated to a funding band. The upper limit of the funding band will cap the maximum price that government will 'co-invest' towards.
- The government will fund 95% of the agreed price for training and assessment, and you as the employer will pay 5%. You are able to agree a payment schedule with us and spread your payments over the life time of the apprenticeship.

Full details on the apprenticeship levy can be found at - [Pay Apprenticeship Levy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/pay-apprenticeship-levy) or [How are apprenticeships funded and what is the apprenticeship levy? - The Education Hub \(blog.gov.uk\)](https://www.blog.gov.uk/2016/07/21/how-are-apprenticeships-funded-and-what-is-the-apprenticeship-levy/).

Ixion has also partnered with the Co-op to support charities and non-levy paying employers in the UK to benefit from their Levy Gifting Service. For further details on how this service can be accessed please contact apprenticeships@ixionholdings.com



Apprenticeship structure

An apprenticeship combines employment and training with the apprentice being required to work with experienced staff, learn job specific skills and undertake study during their working week.

Study activities include attending planned teaching, learning and assessment sessions, completing assignments and projects, research, shadowing experienced work colleagues, etc., and we will work with you to ensure an appropriate plan of training is agreed. Apprentices must also be provided with opportunities to put the new skills they are acquiring into practice within a real work environment.

The apprenticeship does not solely focus on developing technical skills but incorporates how apprentices apply themselves to their role, work successfully as part of a team and how they apply their new knowledge and understanding to what they do.

An apprenticeship programme consists of several steps to completion including:

- Recruitment and enrolment.
- Initial assessment.
- Induction.
- Support from a workplace mentor.
- Formal teaching & learning sessions.
- Progress Reviews.
- Off the job training.
- Functional skills - mandatory maths and English qualifications (as may be applicable).
- Gateway.
- End Point Assessment (EPA).
- Achievement and certification.

Through working closely with you, we can ensure any relevant internal training and development are included in the apprenticeship programme to ensure it is personalised to suit your organisational needs. You will be wholly involved in the design of the apprenticeship programme as well as regular progress reviews to ensure your apprentice stays on track and makes excellent progress.

Training is integrated into the working week to minimise disruption and is tailored to the individual job role and requirements.

Benefits of hiring an apprentice

Taking on an apprentice is a productive and efficient route to progress and expand the workforce.

Enabling apprentices to develop positive behaviours and build skills and knowledge, helps to boost loyalty and morale resulting in, improved overall efficiency, reduced staff turnover and creating a continuous learning culture within the workforce.

Research shows that 78% of employers with an established apprenticeship programme report improved productivity, with 74% of employers saying apprenticeships helped them improve the quality of their product or service, whilst 86% of employers said apprenticeships helped them develop skills relevant to their organisation. (Source: [What are the benefits of hiring an apprentice? \(apprenticeships.gov.uk\)](https://www.apprenticeships.gov.uk/what-are-the-benefits-of-hiring-an-apprentice/)).



Induction

You and your apprentice will receive a thorough introduction to the apprenticeship programme so that you both fully understand the content, the commitment required and how you will be supported by Ixion throughout the apprenticeship journey.

You will also receive an introduction to our employer training prospectus. This includes topics such as special educational needs (SEN), Cognassist, Safeguarding and subjects to help you to support your apprentice's personal development; Prevent (understanding the dangers of radicalisation and extremism) British Values (how they relate to their work), etc. as well as OneFile training, etc.

All apprentices are provided with a link to Ixion's learner resource website detailing important information, links to learner handbooks, our policies and processes as well as key Ixion contact details, etc.

During the induction meeting a health and safety checklist completed with you and we will require a copy of your insurance documentation.



3. The apprenticeship journey

Teaching, learning and assessment takes place throughout the apprenticeship with the End Point Assessment (EPA) taking place once the practical elements of the journey are complete. Prior to the EPA, a Gateway meeting is held with the employer, Ixion and the apprentice to agree whether all Knowledge, Skills and Behaviours (KSB) and mandatory requirements have been met. At EPA the apprentice is assessed to confirm that they can carry out all aspects of their job and demonstrate that they meet the requirements of the KSBs set out in the apprenticeship standard.

Information, advice and guidance

We will speak with you to fully understand what is expected from your apprentice and provide information regarding the options available. We will ensure you both have all the information and resources to enable a successful learning journey and highest possible level of achievement.

Recruitment and enrolment

Ixion can provide you with support and guidance through the advertise, screen, interview and enrolment procedures, to enable you to find the apprentice most suited to meet your business needs.

Initial assessment

A thorough initial assessment will take place prior to the apprentice starting their programme. An assessment of their KSBs relative to the chosen apprenticeship standard is provided along with an assessment of their English and Maths skills using the BKSb system.

A confidential discussion will be held to allow the apprentice to discuss any additional support needs they may have and to agree appropriate support strategies. We want every apprentice to achieve their full potential, so we offer additional support tailored to help with individual personal or learning needs. Our SEND team can be contacted sendsupport@ixionholdings.com. A cognitive assessment is provided using the Cognassist digital platform.

The information gained from the initial assessment process allows us to ensure a personal, individualised approach is taken when planning your apprentice's apprenticeship programme.



4. Planning and progression

Following the initial assessment and induction process we will together plan the apprenticeship so that the programme structure is suitable and agreed with you and your apprentice. We will work with you to create a training plan outlining the apprenticeship programme and how and when key milestones will be achieved by the apprentice.

Progress reviews

Progress reviews are important meetings and are scheduled every eight to 10 weeks and usually last for approximately two hours. They are formal meetings between you, your apprentice and their teaching assessor and are in place to review the progress your apprentice is making across all areas of their apprenticeship as well as within their job role. Appropriate SMART targets are agreed and monitored at each meeting and targets include maths and English and personal development as well as progress against the apprenticeship standard KSBs.

Teaching, learning and assessment sessions

Your apprentice will receive training and development aligned to their chosen apprenticeship standard which will develop the knowledge, skills and behaviours required for their job role.

The teaching and learning provided by Ixion includes formal teaching and learning activity that may consist of online or face to face workshops and seminars, e-learning activities as well as independent study. Training may also involve staff developing their skills through observing others perform activities, practising activities themselves. and learning from their workplace mentor/supervisor.

The apprentice may require additional support from their workplace mentor to ensure they can commit to studying, identify when will be the most productive time to study and where will be the best location to study effectively to meet the off the job training requirements.



What is off-the-job training?

Off-the-job training is a statutory requirement for an English apprenticeship. It is training which is received by the apprentice within their practical/teaching and learning period and during their normal working hours, to support them to achieve the knowledge, skills and behaviours of the apprenticeship standard they are enrolled on. By normal working hours we mean the hours for which the apprentice would normally be paid, excluding overtime.

The minimum off-the-job training for a full-time apprentice (working for at least 30 hours per week) equates to six hours per week, this must be time dedicated to new learning.

The formal requirement of six hours of off the job training to be completed each week can be delivered flexibly to suit each individual employer's requirements and priorities.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice and their programme must be extended (as per the apprenticeship funding rules). Then, at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

The content and timetable of the required off-the-job training hours are agreed with you, the employer, at the beginning of your apprentice's programme.

Every aspect of the off-the-job training should be recorded in the learning journal on the e-portfolio system, OneFile.



Off-the-job training must be away from the productive job role and deliver new skills that are directly relevant to the apprenticeship standard. It can take place in the normal workplace or at an external location. It can include the following:

- The teaching of theory (e.g. lectures, role playing, simulation exercises, online learning and manufacturer training).
- Practical training, shadowing, mentoring, industry visits and participation in competitions, where the activity has been agreed and documented as part of the agreed training plan.
- Learning support and time spent writing assignments.

Note:

Teaching and learning to support the achievement of Functional skills qualifications are not included in off-the-job training (see Functional Skills section for more details). Progress reviews and on-programme assessments do not count towards off-the-job training.

Key points

- Off-the-job training must equate to six hours per week over the planned duration of the apprenticeship.
- Off-the-job training can be delivered in the apprentice's normal workplace or at an external location. (Further advice can be provided by the Teaching Assessor)
- Initial assessment, English and maths training, progress reviews or other on-programme assessment do not count towards off-the-job training hours.
- An apprentice cannot progress through the Gateway to the EPA if they have not achieved their full quota of off-the-job learning.

You must ensure you allow your apprentice time to complete this requirement. The teaching assessor will support in confirming what can be included as off-the-job learning and will also monitor the hours accrued against the hours required.

Full details for Off-the-job training can be found at:

[2223 Employer Rules Version 1 Final.pdf \(publishing.service.gov.uk\)](#)

[Apprenticeship off-the-job training Policy background and examples to support the 2022 / 2023 apprenticeship funding rules](#)



English and maths requirements (Functional Skills)

Functional Skills (English and maths) are relevant to all jobs in all sectors and industries. They run alongside the specific skills of the job supporting the development of the apprentice and supporting businesses in becoming more efficient and competitive.

One of the main reasons that functional skills are important in the workplace is because they are applied skills, these skills help to develop the abilities required to solve real life problems as well as supporting apprentices with enhanced communication and mathematical skills.

Functional Skills are embedded within the apprenticeship, expanding English skills in written work and math skills where relevant, irrespective of an apprentice's Functional Skills requirements.

Are there exemptions for Functional Skills?

If an apprentice has achieved a GCSE grade A*-C or 9-5, they are exempt from level two Functional Skills requirements.

If an apprentice has achieved a GCSE grade D-E or 4-2, they are exempt from level one Functional Skills requirements. However, Ixion will support the apprentice to work towards level two Functional Skills.

Regardless of whether apprentices are required to take Functional Skills qualifications, we support all apprentices to continually develop their English and maths by embedding these skills throughout their programme.

Exemptions can only be applied if certificates are provided.



5. Gateway

A Gateway meeting is held between the employer, Ixion and the apprentice when the teaching and learning/practical period has come to an end.

This meeting is to agree whether the apprentice has met the minimum requirements of the apprenticeship standard and must take place prior to putting an apprentice forward for End Point Assessment. Prior to gateway, the apprentice would have completed a series of mock end point assessments during their practical learning period of the apprenticeship to prepare the apprentices of what to expect when they are ready to undertake end point assessment.

The Gateway meeting usually occurs within the last three months of an apprenticeship programme although depends on the specific apprenticeship standard. Evidence must be provided of the achievement of any required Functional Skills or mandatory vocational/professional qualifications prior to or at the Gateway meeting.

The teaching assessor will support with this area and further information can be found at:

[Apprenticeship gateway and resits for end-point assessment \(EPA\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/apprenticeship-gateway-and-resits-for-end-point-assessment)



End Point Assessment

The final stage of an apprenticeship is the End-Point Assessment (EPA) this is an independent evaluation of the skills, knowledge, and behaviours the apprentice has learnt and acquired as a result of the apprenticeship programme. Each apprenticeship standard includes an assessment plan clearly showing how the apprentice will be assessed during the EPA.

Assessments are designed by employers within the sector and undertaken by End-Point Assessment Organisations (EPAO) operating as independent bodies. As an employer you will select which organisation is used from the list of available EPAO assessment centres, [Register of end-point assessment organisations - GOV.UK \(www.gov.uk\)](https://www.gov.uk/register-of-end-point-assessment-organisations) (RoEPAO), this selection must occur at least six months before the apprentice reaches Gateway.

The EPA may consist of several assessment methods.

- Practical assessment.
- Interview.
- Project.
- Written and/or multiple-choice tests.
- Presentation or sales pitch.
- Observation.

The EPA is different for each apprenticeship standard and may take place over a few non-consecutive days. These assessments will be conducted remotely where possible; exceptions include practical assessments, and if there is a learning need which requires the EPA Assessor to complete the assessment in person. The employer, the apprentice and the EPAO should agree dates and timings for the EPA to take place, taking into account any health and safety/IT equipment requirements and business-critical arrangements which may also need to be considered.

After the apprentice has successfully completed their EPA, they will be graded either a Pass, Merit or Distinction (Note pass levels may vary depending upon the apprenticeship standard).

If an apprentice fails one or more components of their EPA, they will be offered a resit or retake. (Note, resits are usually chargeable to the employer). Any further support required from Ixion for the apprentice to prepare for a resit or retake must be discussed and arranged with the Teaching Assessor. Timescales and the fee for a retake will be agreed between the employer and the EPAO. The apprentice cannot be asked to pay for costs of training and assessment and are not responsible for resit costs.

6. Who is involved in an apprenticeship programme?

There are many roles involved in the apprenticeship programme but by far the most important is the apprentice and their employer. Both the apprentice and the employer need to gain a full understanding of how the apprenticeship programme will be delivered and the responsibilities and commitment required, which is why it is essential to attend the induction to the programme meeting.

The **teaching assessor** is responsible for identifying any learning or skills needs the apprentice may have, to inform their individual training plan. The teaching assessor will maintain regular contact with the apprentice and as well as providing high quality teaching and learning, they will provide advice, guidance and support to the apprentice and employer throughout the apprenticeship. They will discuss with you when the learner is ready to progress to Gateway and undertake the EPA.

You the **employer** will be involved throughout the apprenticeship programme, to initially work with the teaching assessor to design the programme according to your business needs and priorities and individual learner needs. As the employer, you are required to provide time and resources to enable your apprentice to complete their qualification. You are also required to attend regular progress reviews to ensure your apprentice is making good progress in their studies as well as at work. You may also assign a mentor within your workplace to take on the responsibility of providing daily support and training to any apprentice enrolled on an apprenticeship programme. As the employer, you hold the ultimate responsibility for agreeing when the apprentice is ready to take their EPA.

The **Internal Quality Assurer (IQA)** is responsible for ensuring the work undertaken by teaching assessor meets the required organisational quality standards. Where accredited qualifications form part of the apprenticeship standard, the IQA must ensure that work the learner has completed meets the requirements of the awarding organisation. The IQAs and representatives from awarding organisations or Ofqual may occasionally visit teaching and learning sessions to observe the quality of teaching and learning being provided by the teaching assessor.



The **Standards Verifier (SV)** is employed by the Awarding Organisation to ensure that Ixion are meeting the specified quality standards. Where there is an accredited qualification within the apprenticeship standard, an SV may wish to meet with your apprentice to discuss their experience with Ixion however, we will always contact you and your apprentice to gain approval prior to any meetings taking place.

The **Functional Skills Tutors (FS Tutor)** provide specialist support for any apprentice who may be working towards a Functional Skills qualification. The Teaching Assessor may refer an apprentice to the FS Tutor for any additional teaching sessions as required.

The **Special Educational Needs and Disability (SEND) Lead** is our specialist within Ixion to provide one-to-one support for apprentices with any additional learning support needs.

The **End Point Assessor** is responsible for assessing the achievement of the knowledge, skills and behaviours within the apprenticeship standard the apprentice is enrolled on. This is the final stage of the apprenticeship and is an impartial and externally conducted assessment.

The **Office for Standards in Education, Children's Service and Skills (Ofsted)** inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages. Ofsted inspect Ixion to ensure that we are providing the level of service and education expected by the government and they may wish to visit or meet with employers and apprentices as part of our inspection. We will always contact you and your apprentice should they wish to visit.



7. Apprentices in the workplace

An apprentice is a company employee and therefore has the same rights and responsibilities as all other employees; this includes pay, working hours, holidays, and sickness. Below are the main areas of apprentice legislation which you will need to adhere to. If you require any further employment advice and information this is available from [Employing an apprentice: Pay and conditions for apprentices - GOV.UK \(www.gov.uk\)](#), or ACAS (Advisory Conciliation and Arbitration Service) via their website at www.acas.org.uk and via their helpline at [Contact us | Acas](#) or 0300 123 1100

The official apprenticeship start date:

The official start date of the apprenticeship programme is the date detailed as the apprenticeship start date on the apprenticeship start paperwork, agreed with the Ixion Teaching Assessor, the employer, and the apprentice.

Salary

Employers must pay every apprentice a lawful wage for the time they are in work and completing off-the-job training. If you employ an apprentice, you are responsible for paying their salary.

Apprentices are entitled to the national minimum wage apprentice rate if they are either under 19 or over 19 and in the first year of their apprenticeship. An apprentice who is over 19 and completed the first year of their apprenticeship is entitled to the minimum wage for their age.

Further information can be obtained from www.gov.uk/national-minimum-wage-rates



Working time regulations

Apprentice working hours can vary depending on age. Apprentices under the age of 18 have restrictions on the hours they can work in a day or a week and are also entitled to longer breaks than an adult employee.

It is against the law for anyone under the age of 18 to work between midnight and 4am. Further details on restricted period working can be found by visiting - [Rules on working hours for people under 18: Young workers, apprentices and work experience - Acas](#) or [Rest breaks at work: Young workers - GOV.UK \(www.gov.uk\)](#)

Apprentices over the age of 18 cannot work more than 48 hours a week on average – normally averaged over 17 weeks (this is sometimes called the ‘working time directive’ or ‘working time regulations’). There are some exceptions to these rules, which can be found by visiting www.gov.uk/maximum-weekly-working-hours

Statement of Employment Particulars

As the employer, you must provide a written ‘Statement of Employment Particulars’ stating the main conditions of employment when they start work. The written statement is made up of the main document which is known as a ‘principal statement’ and a wider written statement. This is not an employment contract; the principal statement must be provided on the first day of employment and the wider statement must then be provided within two months of the start of their employment. For further information, visit [Employment contracts: Written statement of employment particulars - GOV.UK \(www.gov.uk\)](#)



8. Apprenticeship learning agreement incorporating a training plan

You will be required to complete an 'Apprenticeship Learning Agreement' with both the apprentice and Ixion. This is an official document which outlines the apprentice's details, employment details, commitment required from the apprentice and employer and how the employer and Ixion will support the apprentice to achieve their apprenticeship. This must be signed at the start of the apprenticeship and is also used to confirm the apprentice's start of learning.

It must include information on the skill, trade or occupation being trained for, the name of the apprenticeship standard, the start and end dates of the programme and the training being provided.

A signed copy must be retained by the apprentice, the employer and Ixion must also retain a copy along with any revisions in OneFile.

Ixion will provide the apprenticeship learning agreement for completion at the start of the apprenticeship.

Further information can be found at <https://www.gov.uk/employing-an-apprentice/apprenticeship-agreement>.

Apprenticeship learning journey:

The apprenticeship learning journey is the visual plan of individualised training for the apprentice and must be agreed to and signed by the employer, the apprentice and Ixion before any training is delivered.

The apprenticeship learning journey provides:

- The monthly training schedule and planned content of the apprenticeship programme to meet the employer and apprentice requirements.
- Volume and content of off-the-job training hours.
- The training, coaching and support offered by the employer, Ixion and the apprentice.

The apprenticeship learning journey must be kept up to date with any material changes which may occur during the apprenticeship. E.g. updated to include any changes in the sequence of the topics, any changes to the end point assessment organisation (no later than six months before the planned end date).

A current signed copy of the learning journey must be retained by the apprentice and the employer and Ixion is required to keep the current and all previous versions in the "profile" section on OneFile.

9. Diversity and inclusion

Ixion is an equal opportunity training provider and welcomes all applicants to our apprenticeship provision.

As an employer you are required to have a policy which is issued to all apprentices and ensure you:

- Show your commitment to equality, diversity, and inclusion within the workplace through a clearly written policy which is openly available to all apprentices.
- Offer opportunities for your apprentice to demonstrate their competence in specific tasks.
- Comply with legislation applicable to this area; the Equality Act 2010, and do not discriminate under the 'protected characteristics' of - age, disability, race, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, sex and sexual orientation.
- Ensure equality of opportunity in selection and recruitment and training activities.
- Ensure apprentices are treated fairly and equally.
- Make sure that your apprentice is not bullied, victimised, harassed or made to feel unwelcome in the workplace.
- Explain to your apprentice what to do if they have any cause for concern.

Ixion will:

- Take positive action to eliminate any form of discrimination or other inequalities that are brought to our attention.
- Ensure we adhere to all applicable legislation in this area.
- Foster good working relationships with partners and stakeholders so that they understand their responsibilities.
- Update our policies and working practices in line with changing legislation.
- Ensure that learning and assessment materials are inclusive and promote diversity.



10. Health and safety

Employers must have a health and safety policy that is issued to and discussed with all new apprentices.

Employers should:

- Comply with current and relevant legislation.
- Ensure apprentices are issued with and informed about your health and safety policy including the name of your H&S nominated person.
- Provide initial and continued health & safety training to all apprentices in the workplace.
- Undertake a risk assessment of areas where an apprentice will be working and issue any necessary personal protective equipment.
- Ensure any apprentice is properly supervised by an appropriately trained and competent person.
- Give apprentices adequate training on any equipment they will operate.
- Have up to date Public and Employer's Liability insurance which covers the apprentices.
- Report any accident which happens to the apprentice to Ixion Accident Reporting.

Guidance is available for all employers at www.hse.gov.uk

Accident reporting

Where an apprentice is absent due to personal injury or illness caused whilst attending training/work placement, the employer must immediately notify Ixion (and ESFA). An approved accident book must be maintained by the employer and the appropriate authorities notified if the injury/disease are of a reportable nature (see RIDDOR reporting information for guidance).

11. Safeguarding

Ixion is fully committed to safeguarding the welfare and wellbeing of all our learners under our duty of care to keep them safe and protect them from harm.

We also have a responsibility to uphold Fundamental British values by creating an environment that reduces the risks of being exposed to violence, extremism, exploitation, or victimisation.

Safeguarding is the process of protecting vulnerable adults or young people aged under 18, from abuse or neglect.

Employers must have a safeguarding policy that is issued to all apprentices. The policy should state that as employers they will:

- Commit to safeguarding the welfare of apprentices.
- Ensure where relevant that all staff who have regular contact with apprentices have been vetted via the Disclosure and Barring Service to the correct level.
- Ensure employers and apprentices know who to contact and feel empowered to do so if they are suffering from harm.
- Have effective safeguarding procedures in place following national and local guidance.
- Ensure all staff have been appropriately trained and are qualified to deliver the work they do.
- Implement measures to prevent cyberbullying and ensuring e-safety within the workplace.
- Review their safeguarding policy and procedures at least every year to make sure they are relevant and effective.



All apprentices should be made aware of the support available from Ixion and how to contact Ixion's safeguarding team as well as national and local support agencies.

Please find further advice and resources via the link below.

[What is Safeguarding? - Ann Craft Trust](#)

Training is available for employers to increase understanding of the part we can all play in any safeguarding concern.

Safeguarding contacts:

Samantha Hanley:
samantha.hanley@shaw-trust.org.uk

Claire Lowe:
claire.lowe@shaw-trust.org.uk

if you require further information, advice or training.

Our designated safeguarding officer for apprenticeships is Fraser Lewis:
fraser.lewis@ixionholdings.com
Mobile: 07850 775 037

Ixion cannot guarantee confidentiality where we believe that an individual is at risk.

Both the employer and Ixion could be considered as being in a position of trust to ensure apprentices' wellbeing and mental health are always taken into consideration and to always promote a healthy lifestyle.

The teaching assessor can support apprentices with any difficult circumstances or concerns outside of their training programme which may impact on their progress. In addition, our Learner Wellbeing Support (LWS) team provides free and confidential, help and guidance for apprentices during their time with us. Contact the team at lws@ixionholdings.com.

12. Fundamental British values

Institutions are expected to encourage apprentices to respect other people particularly the protected characteristics set out in the Equality Act 2010.

Ixion and the employer should both promote the Fundamental British values of:

- Mutual respect.
- Individual liberty.
- The rule of law.
- Democracy.
- Tolerance of different faiths and beliefs.

Prevent Duty

The [Counter-Terrorism and Security Act - GOV.UK \(www.gov.uk\)](http://www.gov.uk) introduced a formal legal duty to implement Prevent, the so-called 'Prevent duty' for all education providers. [Prevent duty guidance: for further education institutions in England and Wales - GOV.UK \(www.gov.uk\)](http://www.gov.uk) Prevent is one of the elements of the Government's counter-terrorism strategy known as CONTEST.

Both Ixion and employers have a duty of care to always assure apprentice safety. This isn't exclusive to the workplace, and we must where relevant also be able to recognise and act on any areas of concern which may be identified outside the workplace.

The following document provides further information about Prevent and work-based learning.

<https://www.gov.uk/government/publications/work-based-apprentices-and-the-prevent-statutory-duty>

Further guidance and resources are available from: [Prevent legislation, guidance and resources - The Education and Training Foundation \(et-foundation.co.uk\)](http://et-foundation.co.uk)

Data protection and online safety

Employers are required to comply with the law, where information must be collected and used fairly, stored safely in a transparent manner, and not unlawfully disclosed to any other person.

Apprentices will be made aware of the data protection act and receive advice and guidance regarding online safety. Employers are expected to ensure apprentices are made aware of the data protection act and to actively promote online safety.

13. Personal development, and wellbeing

Whilst you are enrolled on your apprenticeship with us, we aim to support your wellbeing and personal development. We work hard to embed appropriate activities to go beyond the technical requirements of your learning programme.

For example, you will be provided with careers information, advice and guidance to support you in your next steps and to plan for your own personal and career development. As part of your learning journey with us, you will be provided with ongoing opportunities to develop your health and wellbeing, both physically and emotionally.



Making a complaint

Ixion is committed to providing a high-quality service for you and working in a transparent and accountable way that builds the trust and respect of all our stakeholders.

Ixion continuously endeavours to improve its service and actively welcomes feedback from our apprentices, employers, staff, customers, and stakeholders.

You can pass on compliments or suggestions in several ways:



0300 30 33 117



customer@shaw-trust.org.uk

shaw-trust.org.uk/contact-us



Shaw Trust
Black Country House
Rounds Green Road
Oldbury
B69 2DG

Other methods include:

- Speak directly to an Ixion member of staff.
- Completing an evaluation or survey when requested.
- Providing us with feedback by scanning the QR code.



All feedback is reviewed, and regular analysis takes place to identify any trends that will continuously improve our services and processes.



We aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service and ensure we respond within 48 hours of the complaint being received.
- We will deal with the complaint promptly, politely, and when required, confidentially.
- We will always provide an explanation of our decision and will always apologise when we have got things wrong.
- We learn from our complaints and use them to improve our service and continually update our policies and procedures to ensure we can exceed your expectations.

Ixion operates a three stage complaints process which can be accessed via the website at: [Feedback and Complaints | Ixion Holdings](#)

There is also an apprentice appeals procedure in place which is to enable an apprentice to have a review of any assessment either practical or written which they feel has been incorrectly judged.

Key contacts

fraser.lewis@ixionholdings.com (Designated Safeguarding Lead for Apprenticeships and Head of Service - Apprenticeships)

paul.willis@ixionholdings.com (Assistant Director - Apprenticeships)

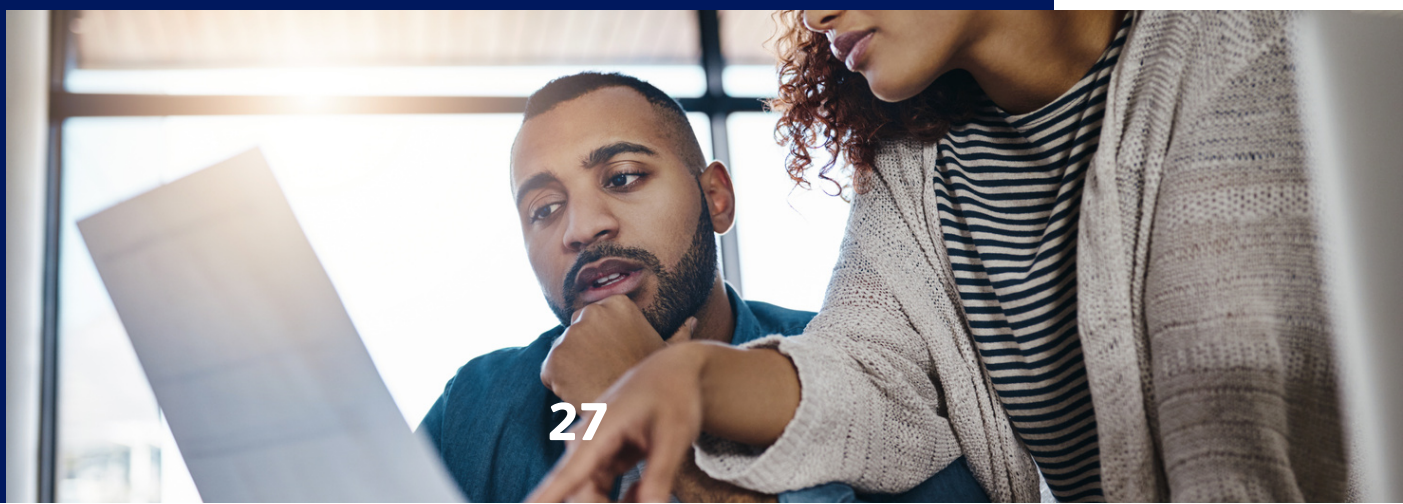
sendsupport@ixionholdings.com (to discuss any additional support requirements your apprentice may have)

lws@ixionholdings.com (for support with apprentices' wellbeing concerns)

claire.lowe@shaw-trust.org.uk (Safeguarding Officer for Ixion)

samantha.hanley@shaw-trust.org.uk (Safeguarding Officer for Ixion)

[Feedback and Complaints | Ixion Holdings](#) (to submit feedback or make a complaint)





"You will never know your full potential unless you challenge yourself and push beyond your own self-imposed boundaries. We all have more potential than what we think. Learning will never end, let's keep on challenging ourselves!"

Chipo, Apprenticeship in Health and Social Care