



Employer Handbook

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Welcome to Ixion

Thank you for partnering with Ixion. Ixion is part of the Shaw Trust Group, a national not-for-profit organisation committed to supporting individuals into education, employment, and training.

Our Study Programme, also known as Jump Into Work, provides young people aged 16–19 with a structured pathway into work, further training, or an apprenticeship. As an employer, you play a vital role in giving learners their first real experience of a working environment.

This handbook outlines what you can expect from us, what we expect from you, and how we'll work together to create a successful placement.



What is the Jump Into Work Programme?

The Jump Into Work is a 20-week employability course designed to support young people into work. The programme is funded by the Department for Education (DFE) to meet the national requirement for post-16 education. It includes three core elements:

- **Work Preparation Training:** Learners develop essential employability skills such as communication, time management, problem solving, and teamwork through structured sessions.

- **100 Hours of Work Experience:** Practical experience in a real work setting where learners apply their skills and learn from professionals.
- **Functional Skills Support:** Learners work towards achieving qualifications in English, maths, and digital literacy, if needed.

Every learner is supported by a dedicated Work Experience Coach who supports both the learner and employer.



The role of the employer

By offering a work placement, you give a young person a chance to:

- Experience a real work environment.
- Apply and strengthen their skills.
- Build confidence, independence, and ambition.

Benefits to You:

- No cost to your business.
- Dedicated support from a named Work Experience Coach.
- Contribute to organisational sustainable development and social impact goals.
- Access motivated potential future employees.
- Make a tangible difference to a young person's life.

Key Expectation: Placements must offer meaningful responsibilities and reflect real job roles and behaviours — this includes timekeeping, professional communication, and active engagement.



Think of your learner as a team member. Participation builds confidence; observation alone does not.

Employer expectations

To ensure the placement is meaningful and successful, we ask you to:

- Provide an unpaid work experience opportunity (up to 30 hours/week).
- Assign a designated mentor or supervisor.
- Offer structured tasks that match a real job role.
- Provide regular informal feedback.
- Allow Work Experience Coach check-ins.
- Uphold all safeguarding, health & safety, diversity and inclusion duties.
- Placements are designed to be flexible around your business needs.

Top tips to be a brilliant host employer:



Provide a clear role overview
and daily routine



Include your learner in team
huddles or meetings



Offer encouragement and
opportunities for reflection



Communicate early if anything
isn't working

What you can expect from us

Ixion will:

- Assign a named Work Experience Coach to you and the learner.
- Help you design a suitable placement with clear outcomes.
- Complete all statutory checks (insurance, risk assessment).
- Arrange learner introductions and handle agreement paperwork.
- Check in weekly and provide tailored support as needed.
- Handle feedback, review progression, and celebrate successes.

We're your partner throughout the process. You're never doing this alone.



The work placement journey

Before Placement

We'll meet to agree the opportunity and discuss learner needs.

Risk assessments and insurance checks completed.

Learner visits your site and signs placement agreement.

During Placement

Learner starts supported by you and their Coach.

Timesheets completed weekly.

Weekly phone or in-person check-ins.

After Placement

Final feedback meeting with Coach and learner.

Opportunity for progression discussed (e.g. apprenticeship, paid role).

Certificates awarded and success celebrated.

Creating a meaningful placement

A high-quality placement should:

- Offer purposeful tasks and skill development.
- Include time for supervision and informal coaching.
- Build in opportunities for progress reviews.
- Treat the learner as part of the wider team.

Quality Checklist:



Are tasks clear and achievable?



Is a mentor available for support?



Are learners included in workplace culture?



Is feedback offered regularly?



Does the learner know what's expected?

A good placement inspires confidence, capability and a sense of purpose which leads to greater likelihood of employment in the future.

Diversity and Inclusion

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

As an employer you are required to have a policy which is issued to all learners 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 learners.
- Offer opportunities for your learners to demonstrate their competence in specific tasks.
- Comply with legislation applicable to this area; the Equality Act 2010, which means considering protected characteristics in the workplace.
- Ensure equality of opportunity in selection and recruitment and training activities.
- Ensure learners are treated fairly and equally.
- Ensure your workplace is a welcoming and safe environment for learners.

- Provide a nurturing environment which encourages learners to raise workplace concerns if they have any.

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.



Health & Safety

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

Employers should:

- Comply with current and relevant legislation.
- Ensure learners 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 learners in the workplace.
- Undertake a risk assessment of areas where a learner will be working and issue any necessary personal protective equipment.
- Ensure any learner is properly supervised by an appropriately trained and competent person.
- Give learners adequate training on any equipment they will operate

- Have up to date Public and Employer's Liability insurance which covers learners within the workplace.
- Report any accidents in the workplace involving learners to Ixion. Accident Reporting Guidance is available for all employers at www.hse.gov.uk.

Accident reporting

Where a learner is absent due to personal injury or illness caused whilst attending training/work placement, the employer must immediately notify Ixion.

In line with HSE guidelines, 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).



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 learners. The policy should state that as employers they will:

- Commit to safeguarding the welfare of learners.
- Ensure where relevant that all staff who have regular contact with learners have been vetted via the Disclosure and Barring Service to the correct level.

- Ensure employers and learners 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 cyber bullying 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 learners will 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.



Training is available for employers to increase understanding of the part we can all play in any safeguarding concern. Please contact: Samantha Hanley samantha.hanley@shaw-trust.org.uk if you require further information, advice or training. Ixion cannot guarantee confidentiality where we believe that an individual is at risk.

Fundamental British Values

Institutions are expected to encourage learners 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) 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)
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 The Education and Training Foundation www.et-foundation.co.uk. This includes Prevent legislation, guidance and resources.

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.

Learners 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.



Personal development, and wellbeing

Both Ixion and the employer have a responsibility to ensure learners' wellbeing and mental health are always taken into consideration, and to always promote a healthy lifestyle.

The Work Experience Coach and Teaching Assessor can support learners 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.

We can advise and signpost learners to support available for:

- Mental and emotional health.
- Disability support.
- Coursework concerns.

Or anything else which might be worrying them. Learners should email LWS@ixionholdings.com to arrange a telephone call or a remote appointment discuss their situation further.



Feedback and complaints

Making a complaint

Ixion is committed to providing a quality service to you and working in a transparent and accountable way that builds trust and respect for everyone; we welcome all feedback.

Ixion continuously endeavours to improve its service and actively welcomes feedback from our learners, apprentices, employers, staff, customers, and stakeholders. We are always pleased to hear from you about your experience and successes, and what you feel Ixion has done particularly well. A link to our Feedback and Complaints Policy can be found below.

If however you have a problem or are unhappy with any aspect of our service, then please contact us so we can look into it and find a way to resolve it for you.

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 acknowledge your feedback within 2 working days of the complaint being received.
- We will deal with the complaint promptly, politely, and when required, confidentially.
- Picture We will always provide an explanation of our decision and will always apologise when we have got things wrong.
- Picture 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](#)



Key Contacts

To contact the Work Experience team:
YES@ixionholdings.com

To contact the Safeguarding team:
safeguarding@ixionholdings.com
(Safeguarding Officer for Ixion)

For Feedback & Complaints: **[https://
www.ixionholdings.com/feedback-and-
complaints/](https://www.ixionholdings.com/feedback-and-complaints/)**

To contact the Learner Wellbeing team:
lws@ixionholdings.com (for support
with learner wellbeing concerns)