



Employer Handbook

TAKE PRIDE IN DEVELOPING
& TRAINING YOUR STAFF

A guide to FNTC's Policies, Procedures
and Practices for Employers

Welcome

Firstly to say thank you for choosing FNTC Training as your provider of choice.

We are proud to say that we have now been working with employers in many sectors across southern England for a number of years, delivering relevant, nationally recognised, work-based qualifications.

You may be fully experienced in working with an external training company, or this may be the first time you have engaged the services of an outside training provider; either way this guide is designed to answer any questions you may have with regards to working in partnership with FNTC Training.

We value our relationships with employers, and will do our very best to ensure that you receive a professional, courteous, efficient and above all effective training service at all times.

We look forward to working with you in building and developing your workforce.

This handbook contains information you should find helpful as you undertake training for your staff. There are some things you have to know, some things you ought to know, and some things you might not think you need to know... but we are obliged to tell you!

At FNTC Training our values are

P.R.I.D.E

People - We are passionate about learners, staff, customers and employers and place them at the heart of all we do.

Responsibility - We encourage people to be responsible for their actions and decisions and we promote community cohesion.

Integrity - We believe in honesty and integrity and the highest ethical standards in everything we do.

Diversity - We recognise and respect diversity.

Excellence - We challenge ourselves to strive for the highest standards of quality and behaviour in our pursuit of excellence.

About FNTC Training & Consultancy

FNTC Training was originally established in January 2000 as Fawley Nursery Training Centre (FNTC).

Our initial aim, as the sister company to Fawley Independent Day Nursery, was to offer work-based and pre-apprenticeship training in childcare in and around Dorset, Hampshire, Wiltshire and the Isle of Wight.

Through the outstanding success of this company, FNTC Training has developed into a broader provider, now offering a range of courses and qualifications in the following key sectors:

- Childcare
- Supporting Teaching and Learning
- Health and Social Care
- Business and Administration
- Customer Service

- Contact Centre
- Team Leading
- Management
- Training, Assessment and Quality Assurance
- English, maths and ICT Functional Skills
- Employability and preparation for work
- Traineeships

When you choose to work with FNTC Training, you can be safe in the knowledge that you will be working with professional, proactive training specialists offering a quality assured service.

Like any other college or training provider we are subject to rigorous audit, and are proud to say that our good quality, commitment to learning, and professional standards have been approved by Ofsted and other external inspections.

You will be looking for training and qualifications that directly impact upon your staff and your business. We provide free advice, information and guidance for employers and learners, and also offer a free recruitment service when you consider taking on an apprentice.

FNTC Training delivers work based training through apprenticeships, stand alone qualifications and bespoke courses.

Working in partnership with YOU!

When you choose to work with FNTC Training we will always endeavour to offer you an excellent service at all times. We are approved by various awarding bodies, which means you are guaranteed nationally recognised and accredited qualifications, high quality assessment and verification of our training, and our staff are professionals/specialists with significant expertise in their specific sectors.

As a Skills Funding Agency (SFA) and Education Funding Agency (EFA) approved provider, we can help employers access any available grants or funding which can contribute towards the costs of training your staff, or taking on apprentices. The European Social Fund (ESF) also part finance all SFA and EFA funded opportunities.

Funding and grants from the government are frequently changing, but we will keep you informed of any potential funding opportunities.

We value our contracts with employers, and will do our best to maintain communication with you, both in regard to the progress of your staff as they undergo their training, and any matters in general via our newsletter.

Your satisfaction matters to us, and each year we conduct an employer survey. You may also be contacted by the government as they too will send a questionnaire to employers to monitor training standards.

We also welcome feedback at any time. If you have anything to discuss or comments to make, please share them with your dedicated FNTC Business Advisor, or contact us (see contact details on page 19).

people [pee-puh l]

We are passionate about learners, staff and customers and place them at the heart of all we do.

Vocational Training Opportunities for Your Business

FNTC Training is able to provide funded vocational learning through the Apprenticeship scheme or stand-alone vocational qualifications. The Apprenticeship framework can be very flexible and tailored to helping employers deliver vocational training for their staff.

The range of funding or grants is variable, but FNTC Training business advisors will be able to guide you through the funding opportunities available at any given time.

If you are thinking about vocational training for your workforce, please do contact us and we will always be happy to provide no-obligation advice on the most suitable options for your business or organisation.

Qualification Types Available

Apprenticeships

Today's Apprenticeships have been designed with the collaboration of employers and Sector Skills Councils to ensure they are current, relevant and practical. The Apprenticeship framework enables learners to demonstrate an all round range of skills and competencies within their specific job role.

At FNTC Training we offer employers 2 routes to Apprenticeship training:

Route 1 – Existing Staff:

Employers can utilise the Apprenticeship programme where an existing member of staff is either a) not qualified in their current job role, or b) needs to develop new skills to boost their skills and knowledge within their job role. FNTC Training can work with you to help your current staff gain relevant work-based qualifications.

Route 2 – Recruit and Train New Staff

If you have a post to fill within your business or organisation, why not consider taking on an Apprentice?

FNTC Training offers a FREE Apprenticeship recruitment service. We discuss with you the job vacancy and your requirements, then we will conduct all the necessary initial interviews and assessments and provide you with potentially suitable candidates for you to interview in the usual way.

When you have appointed a suitable candidate, FNTC Training will then embark on the work-based training partnership with you to enable the employee to work towards the agreed nationally recognised qualification. This is an excellent opportunity to bring fresh talent into your organisation and train them into your ways of working.



Apprenticeships

Working towards the Apprenticeship Qualifications

FNTC Training is able to deliver a range of Apprenticeships. Each Apprenticeship has various components and modules which build towards the overarching qualification. These are governed by SASE (Specification for Apprenticeship Standards in England).

<i>Framework Component</i>	<i>Qualification expectation</i>	<i>Assessment Criteria / Comments</i>
Main Aim	Industry related qualification (at various levels).	Mandatory and optional units selected in accordance with learner / employer requirements. Underpinning knowledge tested through questioning and assessment. Workplace competence evidenced through observation.
Technical Certificate	Designed to test subject-specific learner knowledge. (This may be incorporated into the Main Aim of the qualification).	Usually tested through assignments. Certain Apprenticeships may require specific tests to be completed.
Functional Skills	Functional skills in Maths, English and ICT (when relevant) to ascertain candidate is at the correct level.	Tests carried out in all functional skills areas. The English assessment also incorporates communication skills.
ERR	Employers Rights and Responsibilities.	Question and answers testing the learners knowledge of their rights as an employee.
PLTS	Personal Learning and Thinking Skills.	Mostly cross referenced against competence / knowledge assessment.

Stand Alone Qualifications and the 24+ Advanced Learning Loan

For employees who are not eligible for Apprenticeship funding, FNTC Training can deliver stand-alone qualifications (i.e. the Level 3 Diploma in Health and Social Care).

It should be noted that stand alone qualifications will not usually be eligible for government funding. Depending upon each individual business and their training policies/budgets, FNTC Training can quote you for the cost of delivering stand alone qualifications in the workplace.

Alternatively, where the candidate is self-funding (such as adult learners wanting to gain relevant work-related qualifications where government funding is not available), the 24+ Advanced Learning Loan* is an option. This is essentially a 'study now-pay later' loan.

Learners aged 24 or over and starting a Level 3 course (on or after 1 August 2013) may qualify for the 24+ Advanced Learning Loan. There are no upfront costs and you only start to pay back once you are earning over £21,000. Applying for the loan is easy and is not dependent on household income. There is also no credit check.

To discuss stand-alone and bespoke training please contact FNTC Training.

*NB: Please note government grants and subsidies are subject to change. Please contact your FNTC business advisor who will be happy to advise you on any current funding/grants and your eligibility to receive them.

Functional Skills

Functional Skills are the essential skills needed to successfully participate in life, learning and work.

English, Maths and ICT are compulsory elements to Apprenticeship training,

and generally form a key part of any educational or training option.

Functional Skills are also recognised as stand-alone qualifications in their own right. The nationally recognised levels are: Entry Level, Level 1 and Level 2.

FNTC Training can provide a Functional Skills assessment if you have concerns about your existing staff, and we can supply supportive and ongoing training to help people build their confidence and skills. There are often people holding down a job and working hard, but who could benefit from boosting their English, Maths or ICT skills. By working with employers and individuals we can sympathetically provide additional support to help them boost their qualifications and their confidence.

Where FNTC Training is conducting Apprenticeship training (or stand alone training at a higher level) for your workforce, Functional Skills assessment will be an automatic and integral part of the process.

re•spon•si•bil•i•ty

[ri-spon-*suh*-bil-i-tee]

We encourage people to be responsible for their actions and decisions and we promote community cohesion.

in•teg•ri•ty

[in-teg-ri-tee]

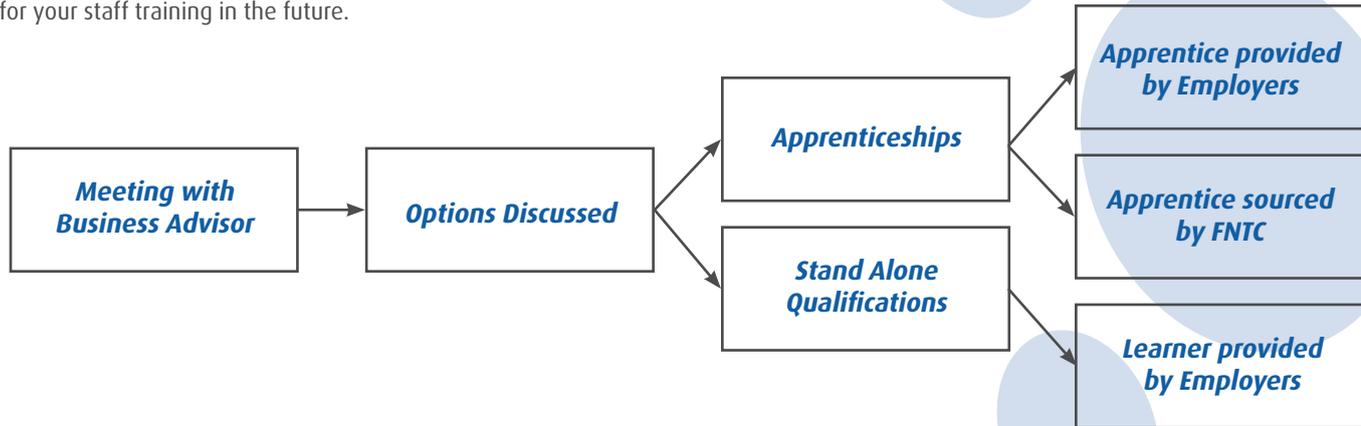
We believe in honesty and integrity and the highest ethical standards in everything we do.

The Employer Journey

As an employer you will want to know exactly what is involved in your training contract with FNTC Training.

From the initial point of contact to the successful completion of the training we will continue to communicate with you and monitor the progress of your learner(s).

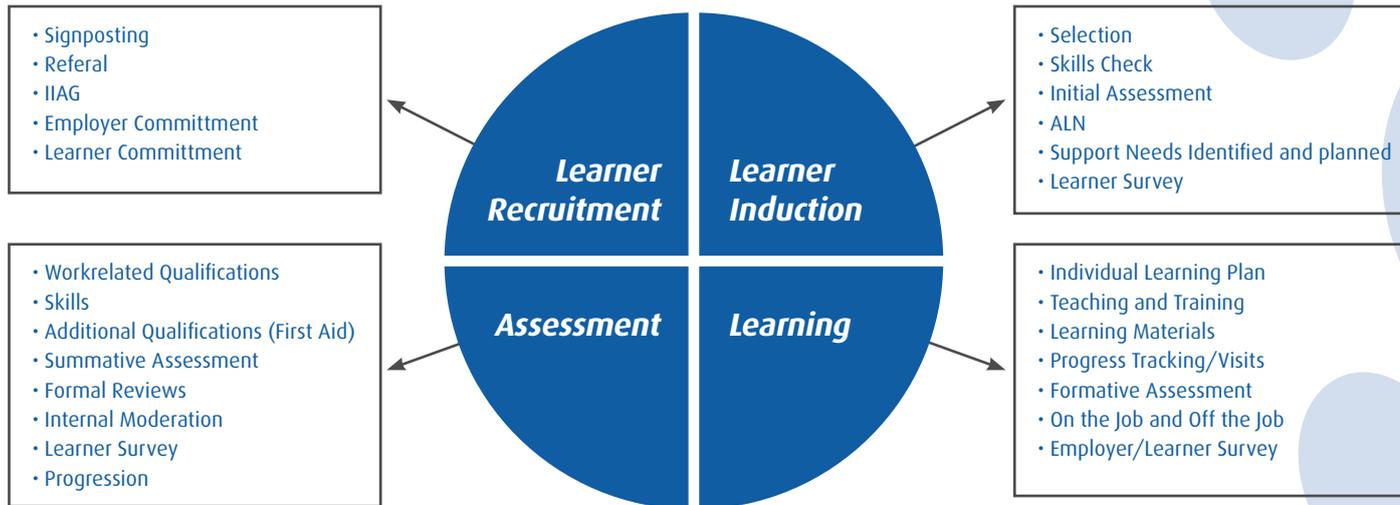
The ultimate aim is to help you gain better trained staff with the right skills, competencies and motivation to do a good job. It also matters to us that you are 100% satisfied with the recruitment and/or training service we provide, and will hopefully continue to work with us for your staff training in the future.



The Learner Journey

When FNTC Training works with your staff to help them gain work-related qualifications we will start with an assessment of their training needs. This then leads to the development of an agreed learning plan. This clearly establishes the process, including how frequently they will meet with their FNTC Training tutor/assessor and how assessments will be conducted etc.

A copy of this individual learning plan is given to the employer.



Monitoring Progress

It is important both for the learner and the employer that we monitor progress. We consider this to be a training partnership and it is important that all parties communicate well and understand each step of the process.

In most cases the qualifications will require ongoing assessments. Your dedicated FNTC Training tutor/assessor will conduct these assessments (usually in the workplace) using a variety of methods.

These include:

- Observation
- Professional Discussion (Written & Digital)
- Question & Answer (Written & Oral)
- Witness Statement
- Reflective Accounts
- Candidate Statements
- Assignments
- Product Evidence
- Projects
- APL, RPL & Credit Transfer (This is where prior training and/or experience is taken into account towards gaining the vocational qualification).

All learners are required to create a portfolio to evidence their progress. This portfolio can be paper based or an eportfolio.

As part of the training partnership FNTC will conduct a review of learner progress every 9 weeks. This review is to assist the learner and help keep them on track towards gaining their qualifications. It is also beneficial for the employer who can monitor progress and use the review periods to highlight any issues you would like to see addressed in the training.

FNTC Training assessors will produce reports to an agreed schedule. These are available to the employer.

The Expectation on you as an Employer

Here at FNTC Training we endeavour to ensure that both the learner and the employer gain optimum benefit from their training and skills development.

Our Business Advisors will discuss your training requirements, and once agreed, both the learner and the employer will be required to sign an agreement which clearly outlines the expectation of both parties. The objective of the learning agreement is to clearly establish expectations, and to clarify the role that you, as their employer has, to ensure they are given adequate support to attain their qualifications.

For example, the learning agreement will outline the type of support you should be offering, such as a willingness to assign a mentor in the workplace, participate in regular reviews, monitor progress, assign appropriate time with their FNTC training assessor and sign supporting statements regarding their progress.

The agreement also highlights your financial obligation to the training (where applicable) and explains contractual requirements that FNTC may have. As an employer embarking on a programme of staff training and development, we will request that you complete surveys/questionnaires from government related organisations which is a contractual obligation in drawing down government funding.

Safeguarding

FNTC Training is committed to safeguarding and promoting the welfare of children & young people. As an employer taking on an apprentice you will be responsible for their health and safety in the workplace, as well as adhering to safeguarding policies which ensure they are protected from any form of abuse, bullying or harassment. If you require any further information or wish to report any concerns please contact our safeguarding officer on **07760 588 707**.

Equal Opportunities

FNTC Training recognises the value of sustaining and advancing a safe and welcoming learning environment. We strive to treat learners with respect and dignity and treat them fairly with regards to all assessments, choices and procedures, and to give them encouragement to reach their full potential. FNTC Training aims to eliminate unjustifiable discrimination on the grounds of gender, race, nationality, ethnic or national origin, political beliefs, religious beliefs or practices, disability, marital status, family circumstances, sexual orientation, spent criminal convictions, age or any other inappropriate ground. We ask all learners and employers to uphold our Equal Opportunities values.

di•ver•si•ty

[dih-vur-si-tee]

We recognise and respect diversity

Health and Safety

By agreeing to work with FNTC Training you will agree to us carrying out an initial Health and Safety assessment. This health and safety assessment will then be reviewed periodically thereafter.

A learner placed with you should be trained in any appropriate specific safety measures and advised of any risk. Your assigned FNTC training co-ordinator will be happy to clarify this with you should you have any concerns.

Additional information regarding trainees in your organisation can be found at the Health and Safety Executive website at **www.HSE.gov.uk**

Feedback, Compliments and Complaints

FNTC Training is proud to offer a quality training service and welcomes any suggestions, compliments or feedback from you. Our work with employers is of paramount importance and your comments and views are important to us and help us to continuously review and improve our service.

Everyone likes compliments, so if you think we are doing a great job, please let us know.

Conversely, should you wish to make a complaint about our service, in the first instance please raise this with your Business Advisors.

If for any reason you feel you cannot speak to your coordinator and you wish to make a formal complaint, please contact:

Operations and Human Resources Manager
email: info@fntctraining.co.uk
Telephone: 023 8086 6664

All complaints and comments will be handled promptly, efficiently and in the strictest confidence. You will receive an initial response informing you that we have received your complaint and it will be looked into as soon as possible. We are usually able to provide you with a response within 15 working days, however if this is not possible, we will keep you informed of the progress.

Information, Advice & Guidance

FNTC staff endeavour to promote the latest information regarding the study of qualifications to all stakeholders. The FNTC Matrix accreditation highlights FNTC's commitment to support stakeholders. If you have any questions regarding the training of your staff and future progression routes which are available please don't hesitate to contact the Business Development team at FNTC Training.

Keeping in touch

We will send you a regular newsletter to help you keep up to date with any changes in government policies on training or apprenticeships, grant funding opportunities and generally sharing success. We know your time is precious, so these will be short and informative.

Please drop by to our website on a regular basis too www.fntctraining.co.uk where we will post any updates and news.

Our business development team may also drop by or phone you from time to time just to see how you are getting on and to discuss any potential training opportunities or issues.

In the meantime, please don't be shy! We are always delighted to hear from employers. Our team of experts are not here to sell... we are in the business of matching potential recruits with employers, and helping workers gain the most out of their employment with relevant, vocational training and qualifications. We are always happy to give information and advice on a no-obligation basis.

ex•cel•lence

[*ek-suh-luh ns*]

We challenge ourselves to strive for the highest standards of quality and behaviour in our pursuit of excellence.

Contact Details

FNTC Training Totton Office:

Tel: 023 8086 6664

info@fntctraining.co.uk

Office Hours: 8.00am – 5.30pm

Operating across the South, including Hampshire, Dorset, Wiltshire and the Isle of Wight



Funded by



FNTC Training & Consultancy 2013, All Rights Reserved. All contents of this document are the property of FNTC Training & Consultancy unless otherwise stated.

Looking for a new member of staff?

FNTC can help you recruit and train an apprentice!

- Reduce recruitment costs
- Train new staff to your ways of working
- Employees gain nationally recognised qualifications
- Increased staff retention rates once qualified

Professional, value for money support from training experts!
Specialists in Apprenticeships and vocational training

Totton Office: **02380 866 664**

email: info@fntctraining.co.uk

www.fntctraining.co.uk

