S&B Automotive Academy 2019 Apprentice Handbook

Introduction

Preface

This handbook has been produced to support you throughout your training programme. We have tried to make it relevant and user-friendly. We've included sections about your training programme, your rights and responsibilities at work, career guidance and further training opportunities and other information we think may be useful to you.

As you continue with your training you will become more familiar with the staff here and we hope that you will always feel comfortable talking to them about your questions or concerns. We have a welfare support officerwho is available for you to talk to if you need some extra support.

Everyone here at the academy is dedicated to providing the best possible experience for you to have a happy and successful career in your chosen vocation.

A word from the CEO….

Welcome to S&B

You are training with one of the best automotive training providers in the UK

S&B prides itself in using exciting teaching methods and the very latest technology to help keep you engaged and motivated during your training. All of our profits are used to improve and develop our campus and provide great facilities for you including a subsidised cafe and gym. Our teaching and support staff are professional, approachable and well qualified and are always around to offer you guidance and advice. Remember, that we offer a whole range of management qualifications, professional accreditations and short courses that you and your employer may wish to explore on completion of your apprenticeship.

I would like to wish you every success in your training and future career.

Phil Marsh

Philip Marsh
Chief Executive Officer

Your apprenticeship

Welcome to your apprenticeship training programme

Apprenticeships mix on-the-job training with classroom learning. They provide you with the skills you need for your chosen career and prove that you have reached an industry recognised standard. As an apprentice you earn while you learn and receive other benefits as well. Apprenticeships are real jobs for real people and are nationally recognised as a great pathway into a huge range of careers. You can find out lots more about apprenticeships here:

https://www.gov.uk/education/apprenticeships-traineeships-and-internships

What options do I have when I have completed my apprenticeship?

There are a number of career and further training paths that are open to you. You may continue to use and develop the skills you have learned with your employer – many managers and senior managers began their careers this way. You may wish to continue to a higher level of training or gain accreditation to one of the industry bodies such as the Institute of the Motor Industry.

When you start your training programme you will be taken through a comprehensive induction that will help guide you through your training and the contents of your course. You can ask any of our staff at any time about possible career options or changes in your current training. You can find lots more information here:

https://nationalcareersservice.direct.gov.uk/

Your employment - rights and responsibilities

Your relationship with your employer

Congratulations on getting your job and a place on the apprenticeship training programme

You and your co-workers have important jobs to do. You are at the beginning of your career and you will benefit by respecting their knowledge and experience. You should adopt a polite and professional manner when dealing with everyone you come into contact with throughout your training and work. The way you dress at work should be appropriate and in accordance with your employer's dress code and health and safety requirements.

Hours of work are set by your employer and will be listed in your contract of employment. You must be employed for the minimum number of hours required to complete your apprenticeship. You will be expected to work your contractual hours in line with current legislation. You may be asked to work overtime. This is when you work outside your usual hours specified in your contract of employment, for example, weekends or evenings. Your employer should pay you (or offer you time off in lieu) for the additional hours you have worked. The amount paid will vary between employers and you should agree this with your employer in advance. Special protections in current government regulations for young workers under 18 will apply to apprentices, for example you must not exceed 8 hours per day or 40 hours per week. You are also entitled to paid holidays and rest breaks of at least 30 minutes if their shift lasts more than four and half hours.

Pay - Apprentices under 19 years or 19 years and over and in the first year of their apprenticeship are entitled to a minimum to the Apprentice National Minimum Wage. However, employers often choose to pay you a higher rate. Once you reach 19 years of age and have completed the first year of the apprenticeship the employer must pay the full National Minimum wage rate.These rates vary and you check the current rate here:

https://www.gov.uk/national-minimum-wage-rates

Holiday entitlement is set by your employer. Some employers may require you to work for an agreed period before allowing you holiday leave. This should be set out in your terms and conditions of employment. After three months' service all employees have a statutory right to four weeks paid holiday. You can only take holidays that have been agreed in advance with your employer so make sure your have permission for your selected dates before booking your holiday.

Make sure your employer has agreed your holiday dates and don't book dates that coincide with your training blocks

Please also ensure that you do not book holidays that coincide with your academy training blocks –you may find it difficult to catch up on work that you will have missed. You will be issued with your academy timetable before your course starts. You need to complete minimum hours

Sick pay is dependent on the terms of your employment. There are two types of sick pay:

- company sick pay (also called contractual or occupational sick pay)
- Statutory Sick Pay (sometimes referred to as SSP)

If your employer runs their own sick pay scheme it is a company sick pay scheme and you should be paid what you are due under that. If you aren't entitled to anything under a company scheme your employer should still pay you Statutory Sick Pay (SSP) if you're eligible. Your employer may offer a sick pay scheme that is more generous than the legal minimum (SSP). Your employer can offer any scheme that does not fall below the legal minimum.

If your has a company sick pay scheme your entitlement should be included in your written statement of employment particulars which you should be given within two months of starting work. If your company doesn't offer a scheme, the written statement should say so. Your employer may set out how you should tell them that you are sick, ringing in before a certain time of the day, for example. Usually you will be able to self-certify for a week of illness; beyond that a fit note (doctor's note) is normally required.

Other absences

There may be times when you are absent from work for personal reasons such as a bereavement or serious illness in the family. As soon as is reasonably practicable you should notify your manager or supervisor of the reason for your absence and keep them informed of the likely duration of this absence.You should ensure that you discuss your absence with yourmanager as soon as is reasonably possible upon return to work. It must be agreed whether the time off is with pay(as annual leave or additional paid compassionate leave), without pay or if the time will be made up.

Timekeeping

Your employer and co-workers will expect you to have good timekeeping to make sure the business runs smoothly.

If you are late on a regular basis you may be subject to disciplinary action. Sometimes we are all unavoidably late.If you arelate for any reason make sure your let your employer know as soon as you can explaining the reason for the delay and an idea of the time you may arrive. If you are attending a training block at the academy please let both the academy and your employer know as soon as possible.

Grievance and disciplinary procedures

Difficulties may arise at various points in the employment relationship. Disciplinary and grievance procedures are there to ensure that these challenges are dealt with fairly. Your employer should have a written grievance procedure for dealing with any complaints you may have about your treatment or conditions at work. Disciplinary procedures are a set way for an employer to deal with disciplinary issues.

They should include a disciplinary hearing where you're given a chance to explain your side of the story. Your employer should put their disciplinary procedure in writing and make it easily available to all staff. It should say what performance and behaviour might lead to disciplinary action and what action your employer might take. It should also include the name of someone you can speak to if you don't agree with your employer's disciplinary decision. Hopefully, these situations will never arise but it is important that you understand what procedures are in place and where you can find further information

Leaving your employer and/or training programme

You should always inform your employer and the academy if you intend to discontinue your apprenticeship of move to another employer. You must give your employer the agreed period of notice unless they are prepared to vary their terms. This may depend on the length of time you have been with the employer.If your employer can longer afford to employ you or goes out of business let us know as soon as possible and we will make every effort to find you a new employer – you should too.

Remember – if you're not happy with your training or employer talk to us before making any hasty decisions. We have a team who will do their very best to sort out any problems, find a more suitable training programme for you or an alternative employer or give you free, unbiased guidance on where to go next. More information can be found later in this handbook.

Driving

A driving licence is an important asset for a career in the motor industry. You are likely to be asked to move vehicles around the workshop and to collect and deliver customers' vehicles and attend breakdowns. Your apprenticeship does not include teaching you to drive but if you do not hold a driving licence your employer may help with the cost of driving lessons as it is in their interest that you are able to drive.

If you wish to drive your own vehicle to the academy you must have written permission from your employer

There are a few rules relating to driving during your apprenticeship that you must follow. You must:

- Not drive any vehicle unaccompanied until you have passed your driving test
- Not teach other people to drive until you have held a full driving licence for three years or have reached your 21st birthday.

- Inform your employer of any endorsements or suspensions
- Inform your employer of any disabilities that may affect your ability to drive
- Keep vehicles smoke free at all times when used for work – this is the law
- Get written permission from your employer if you want to drive to the academy

Training in the workplace – roles and responsibilities

You

When you signed your commitment statement to enrol on the apprenticeship programme you agreed to certain responsibilities.

You will be expected to:

- Complete your induction at work and at the academy
- Attend all of your training blocks except in exceptional circumstances
- Agree and carry out your agreed tasks to complete your training on time
- Ensure tasks in your eLogbook are recorded and checked by your mentor or line manager
- Ensure you are well prepared for gateway and end point assessments
- Alert your line manager to any problems you have in completing the tasks allocated to you
- Complete an evaluation at the end of your programme
- Secure a permanent role on the successful completion of your programme
- Complete your learning log

Your line manager

Your line manager will be actively involved with providing support, offering encouragement and delivering positive and constructive feedback to you throughout your apprenticeship journey. Some of the main responsibilities of your line manager include:

- Agreeing learning objectives with you, your mentor and S&B
- Assigning your mentor and ensure he or she is aware of significant milestones
- Ensuring that completed tasks have been signed off in the eLogbook
- Agreeing time away from the workplace for off-the-job training
- Ensuring you have the opportunity to carry out the tasks required

Your mentor

Many employers support their apprentices through mentoring. Employers have made an investment and a commitment to help apprentices gain the skills and experience necessary to become a real asset to their business and help them develop their careers and gain confidence. A mentor is someone who is experienced in your chosen career and supports, listens to and encourages an apprentice to get the most from their training.

The mentor's role is to give help in a non-threatening way that the apprentice finds useful and empowers them to move on with confidence to achieve their aims. The mentor should be a named person but must not be the learner's line manager.

Mentoring can be extremely effective in supporting apprentices and improving performance. Research has shown that using mentors can reduce dropout rates, improve academic performance and help develop confidence in young people.

Your mentor will:

- **pass on advice and skills**
- **help you keep on track**
- **make sure your eLogbook is up to date**

Roles and responsibilities of mentors include:

- Understanding structure of the programme and its assessment methods makes it easier for colleagues to understand how apprentices are progressing and support them in the workplace.
- Meet regularly – at least once a month
- Contribute to the eLogbook to sign off completed tasks
- Demonstrate safe practice
- Provide feedback to the apprentice's line manager
- Ensure correct personal protection equipment (PPE) is used and all health and safety procedures are followed

Accommodation& travel

Accommodation

If you do not live within a commutable distance of the academy you will probably be allocated accommodation with one a local host family near to the academy. They provide a safe, home-from-home environment for apprentices that include breakfast and a home-cooked evening meal. Many apprentices build a close relationship with their hosts and often stay with the same host for the whole of their three year apprenticeship. Most live in residential areas a bus-ride away. Weekly tickets can be purchased from local shops with a Paypoint facility, online from First Bus or via the First Bus app. You can find out more here:

http://www.firstgroup.com/ukbus/bristol_bath/

S&B are not responsible for paying bus fares between your homestay and the academy though some employers may reimburse costs.

Accommodation is arranged by the welfare lead at the academywho should be your first port of call if you have any queries, concerns or complaints about your accommodation. All of our hosts have regular DBS security checks carried out on them. They also have to provide an annual landlord's gas safe certificate. You will be provided with more information about your host family before you start your apprenticeship.

Learner feedback for the accommodation provided is generally excellent.

"A massive thank you to Tina & Steve – it's been a right laugh staying with you"

"We've been really well looked after and couldn't ask for more"

"It's been brilliant and the food's fantastic"

"We'll be back!"

Homestay guidance

We want you to feel safe and comfortable at your accommodation. Please remember that you are a guest is someone's home and show consideration and courtesy towards your hosts. There will be a settling in period when you first meet your hosts in Bristol. It will take a little while for you to feel at home and adapt to new surroundings and build a relationship with the people you are staying with. On your first visit we would suggest that you discuss

Make sure you exchange numbers with your host on your first day and store them on your phone

You should also discuss

- Meal times and dietary requirements
- Any relevant medical conditions
- Any allergies you may have , for example, animals or certain foods
- Special dietary requirements
- Buses / walking route to the academy
- Times you can be expected back
- Use of the bathroom
- Security

Getting things clear at the beginning will make your stay more comfortable and convenient for you and your hosts. You will receive details of your hosts and the location of your accommodation before coming to Bristol and will have the opportunity to ask any questions before you come for your first block or during your academy induction. On the first day S&B will arrange to take you to your accommodation. From then on you will be expected to make your own way to and from the academy. Your host will show you the easiest bus or walking route.

Travel

Learners who live around the Bristol area may use their own vehicles to get to the academy every day of their training block. However, you should bear in mind that on-site parking spaces are very limited and we cannot guarantee you a space.

If you travel from outside of the local area and wish to use your own transport you will be required to obtain specific written permission from your employer. This is because you are being paid by your employer to attend the academy and are therefore using your own vehicle for work which has insurance implications. In most cases your rail or air fare will be arranged by S&B and paid for by your employer. Most rail bookings will require you to collect the tickets from at a machine your local station. You will be sent an email giving you instructions on how to do this along with a booking code you will need to enter into the machine. Similarly, if you fly to Bristol for your block release you will be sent your flight details by email.

If you have not received your travel ticket confirmation 5 days before you are due to attend please let us know

Please check your booking confirmation carefully to make sure the travel dates and destination and departure stations are correct. We recommend you collect your tickets a day or so before you are due to travel. Please note that you are responsible for looking after your tickets and you will have to pay for replacements in you lose them.

At the academy

What to expect

S&B has a state-of-the art campus near to Bristol city centre and major public transport links. Classrooms and workshops are well-maintained and equipped with the latest industry standard equipment and training materials. S&B vocational and educational specialists are fully trained and have regularly undertake in-house and external training to ensure they are fully aware of the training needs of apprentices and their employers.

The campus is a no smoking zone. The academy has a history of innovative use of technology and has its own virtual learning environment (VLE) that is full of useful resources and learning materials including virtual reality (VR) and augmented reality (AR) simulations.

S&B Automotive Academy has a safe and secure campus and includes a common room, subsidised restaurant and gym for your use

You will receive complete a full induction before you start your training that will help you understand your environment and meet the S&B team and your fellow learners. The academy also has its own gym that apprentices may use while attending the academy. Even if you a member of a gym at home you will need to have a gym induction before using these facilities. You can arrange this through reception. There is also a subsidised internet café on site that serves breakfast and hot and cold food and drinks throughout the day.

Security,safety and well-being

Your safety and well-being is of paramount importance to all of the S&B team. We want you to feel welcome, safe and happy when training with us. The campus fully secured and you will be issued with an academy photo ID during your induction. You must keep this displayed on your person while you are on site. Not only does this identify you as a legitimate learner but also gives you access to the various parts of the academy.

All of the S&B team, from the board of directors to part-time staff, and host families undergo full disclosure DBS (Data and Barring Service) checks to ensure that they have no criminal record or history of abuse or violence. The academy a safeguarding policy to ensure that all staff and host families are aware of what to do if they are concerned about the well-being of a young person or fellow staff member. Staff also receive regular safeguarding training. There is a safeguarding officer and a learner welfare officer on site and you can report any incidents to them or to any other member of staff who will take whatever action is appropriate.

Code of Conduct

The academy is a community with people from many backgrounds. We want you to feel as comfortable as possible when attending the academy but we do have some simple rules on conduct that we expect you to follow. They are designed to ensure your safety and that of others and to maintain a smart, professional atmosphere.

We ask you to show tolerance and respect towards others and to the fabric of the buildings and facilities.

We expect that you will

- treat other people, their belongings and ideas with respect
- not smoke anywhere on the academy campus
- not consume alcohol or use non-prescription drugs
- switch off phones during classroom or workshop sessions unless expressly exempted
- arrive for training sessions on time and properly prepared
- treat the buildings, equipment and facilities with respect
- use all personal protection equipment (PPE) issued to you when told to do so
- not swear or shout
- not drop litter or gum
- not resort to violence
- abide by the law

Dress

In order to maintain a professional appearance the academy enforces a dress code while you are on site. Casual clothing is acceptable and should be clean and in a style that conforms both to propriety and to health and safety requirements. Jeans, T-shirts, sweatshirts and trainers are acceptable in classrooms and communal areas but not in workshops where overalls and PPE should be worn.

The wearing of clothing bearing a logo, symbol or text that staff or learners find offensive (for example, it is racist or obscene) is prohibited and may be considered a disciplinary offence. Revealing clothing that exposes parts of the body typically covered in an academic environment should be avoided Hats and caps should not be worn inside (except PPE).

Make sure you check your company's dress code. Many employers, particularly larger ones, issue corporate dress displaying the company's name and logo that you may be expected to where when attending the academy.

Health and safety

All workers are entitled to work in environments where risks to their health and safety are properly controlled. S&B Automotive Academy has an excellent health and safety record and ensures that all of its equipment, policies and procedures comply with legal requirements and industry standards. Health and safety is a major part of our training and will be part of your apprenticeship programme. Health and safety regulations are laid down in the Health and Safety at Work Act.

You have a duty of care to take care of your own health and safety and that of others who may be affected by your actions at work and at the academy

What we must do:

- Decide what could harm you in your practical training and the precautions to stop it. This is part of risk assessment
- In a way you can understand, explain how risks will be controlled and tell you who is responsible for this
- Consult and work with you and your health and safety representatives in protecting everyone from harm
- Give you the health and safety training you need to do your job
- provide you with any equipment and protective clothing you need, and ensure it is properly looked after
- Provide toilets, washing facilities and drinking water
- Provide adequate first-aid facilities
- Report and record injuries and near
- Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it
- Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

What you must do:

- Follow the training you have received when using any work items your employer has given you.
- Take reasonable care of your own and other people's health and safety.
- Co-operate with your employer on health and safety.
- Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

Pastoral care

There are times when we all need some support. The academy has welfare officer who is available for apprentices or other learners to talk to either in person or my phone. The system works on an open door policy so an appointment is not necessary. You will find contact details for both the welfare and safeguarding officers as well as a number of independent organisations who can help at the end of this handbook. The staff at the academy are keen to listen to learners As well as regular feedback surveys, education / vocational specialist or with the welfare officer. Any issues are then dealt with by the learner welfare officer.

Learning support

Support is available to all learners in relation to any disabilities, difficulties with learning or health related issues. Many learners work with support to ensure that they achieve their potential and succeed. If you need support with any aspect of learning there is a highly qualified support team who will work with you to agree a personalised package of support that will meet your needs and help you to achieve.

Equality and diversity

Like all employers, training providers, schools and colleges S&B is legally bound by the Equality Act 2010 to ensure that no applicant, learner or member of staff is discriminated against.

S&B Automotive Academy values, respects and promotes equality and diversity in the work and learning environment

We promote equality and diversity by:

- treating all applicants, learners and staff equally
- creating an inclusive culture for all
- ensuring equal access to opportunities to enable learners to fully participate in the learning process
- enabling all learners and staff to develop to their full potential
- equipping staff and learners with the skills to challenge inequality and discrimination in the work/learning environment
- ensuring that learning materials do not discriminate against any groups or individuals
- ensuring policies and procedures do not discriminate
- providing regular equal opportunities and diversity training to all staff

You will learn more about equality and diversity at your induction and throughout your training.

Advice and support

Sometimes we all need a little help…

S&B welfare support officer **07718 111877**
Or drop in to the office at the academy

The Samaritans
116123
www.thesamaritans **.org**

Drugs advice and support **0300 123 6600**
www.talktofrank.com

Alcohol dependency **0300 123 1110**
www.drinkaware.co.uk

Gambling addiction **0808 802 0123**
www.gamcare.org.uk

Domestic violence www.wcdv.org		**0800 970 2070**
LGBT issues www.youngstonewall.org.uk		**0800 502020**
Disability support www.dlf.org.uk		**0300 999 0004**
HIV and AIDS **www.tht.org.uk**		**0808 802 1221**
Eating disorders **b-eat.co.uk**	**Adult helpline** **Youth helpline**	**0808 801 0677** **0800 801 0711**
Radicalisation (children) **help@nspcc.org**		**0800 800 5000**

Contact us

Reception	**0117 953 3001**
Welfare officer (including homestay, travel & accommodation)	**07718 111877**
Email	**contactus@sandbaa.com**
Website	**www.sandbaa.com**

You can talk to any member of S&B staff when you are attending block release.