

*From the
NEST Team*



You, Your Apprentice and NEST.

Employer Support Welcome Pack



Introduction

You, Your Apprentice and NEST

Finding, recruiting and retaining an apprentice or new entrant can be simple, but if you need support we're on hand to help, every step of the way.

Created to support employers across the UK, our hands-on free support can cover recruitment, paperwork, accessing grants & funding, and ongoing mentoring throughout the apprenticeship.

Our role in the **New Entrant Support Team (NEST)** is to work with employers to remove the barriers they may face employing and retaining new entrants, particularly apprentices.

In this Welcome Pack you will find the documents and templates you are likely to need or use most, plus some helpful guides and links.

We're here to help so if you have any questions, please get in touch with your local NEST adviser.
Alternatively, you can contact us on 0300 4566431 or by email: newentrant.team@citb.co.uk



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Chapter 01

Recruitment & Induction

This section will provide you with all the tools and guidance that you need to recruit and induct an apprentice. We have included key resources including funding support, interview questions, induction templates and lots more! Our aim is to make the process of recruiting an apprentice as simple as possible and we are on hand to help you every step of the way.

Jump to chapter 

Chapter 02

On Programme and Retention

This section provides the key information you will need to support your apprentice throughout their apprenticeship. It outlines the apprenticeship standards and how you can best support your apprentice throughout their apprenticeship. We've provided tools and resources to enable you to mentor your apprentice effectively and deal with any support needs that your apprentice may have.

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Chapter 03

Achievement

In this final section we cover everything you need to know about the end-point assessment and how you can support your apprentice to successful achievement.

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Chapter 01

Recruitment & Induction

How to access apprenticeship Funding and Grants



Digital Apprenticeship Service Account (DAS) – England only



Useful Links



The Interview



The Contract of Employment



Induction Checklist



Your Apprentice's First Day



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01

Recruitment & Induction

How to access apprenticeship Funding and Grants

Once you've decided to take on an apprentice, the most important element of recruiting them is to ensure you get the funding and grants available to you. To do this you will need to be CITB registered.

If you've not already registered, it's really easy and opens up a wealth of support including, the grants and funding needed to support you to employ an apprentice – supporting with off the job training costs, travel, mentoring etc.

[Register here](#)



[Or contact your local NEST Adviser who will be able to help.](#)



Digital Apprenticeship Service Account (DAS) – England only

If you're based in England you'll also need to set up a **Digital Apprenticeship Service Account (DAS)**. This allows you to access government funding to fund the apprenticeship.

Government funding is separate from the funding you can apply for from CITB. The government funding pays for the actual training that the apprentice does at college/provider.

[Your local NEST Adviser will be able to support you through the process.](#)



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01

Recruitment & Induction (Continued)

Useful Links

To support you with the recruitment and induction process, we've included some useful links.

Recruitment and Selection

6 Apprenticeship Interview Questions (With Sample Answers)

Indeed.com



Apprenticeship Mythbusters

Go Construct



Top apprenticeship myths: busted

UCAS



CITB Apprenticeships (Hire & Become)

CITB



You might want to consider a work trial placement or work experience position prior to offering a full apprenticeship. The into work grant can support that.

Into Work grant

CITB



Induction

The induction to the apprenticeship

Institute for Apprenticeships and Technical Education



Supporting your apprentice

apprenticeships.gov.uk



The induction to the apprenticeship

FE News



On programme Support Links

Apprenticeships: off-the-job training

GOV.UK



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01 Recruitment & Induction (Continued)

The Interview

It's not always easy to know what to ask, or how to position your questions so that consideration is given to applicants' possible lack

of experience of the world of work, yet give them an opportunity to demonstrate the skills and experience they may have.

Here's some
Recruitment
Sample Interview
Questions (PDF)



The Contract of Employment

Once you've decided to offer an apprentice position you will need a Contract of

Employment which will be signed by you and your apprentice.

Recruitment
Employment
Contract Template
Apprentice (Word)



Induction Checklist

It's important to know what needs to be covered when inducting an apprenticeship.

Here's a handy Induction Checklist along with a list of useful support links that you could share with your apprentice.



Recruitment
Induction
Checklist (Word)



Recruitment
Induction
Signposting To
Support (PDF)



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01 Recruitment & Induction (Continued)

Your Apprentice's First Day

The first day is an exciting time for you and your apprentice, who will be raring to get going. To get the most out of the day and set the tone it's a good idea to have a plan.

We've put together a suggested itinerary for you. Tailor the structure of the day to suit your own organisation.

Don't forget to factor in breaks and introductions to others, perhaps you could consider a 'work buddy' as a go to person while your apprentice is still new and may lack confidence to ask questions.



Example Plan for Day One

<p>01 Introduction and welcome A brief welcome to the site and overview to the company.</p>	<p>06 Skill assessment A quick evaluation to gauge the apprentice's current knowledge of your trade.</p>
<p>02 Safety protocols Site induction and rundown of essential safety measures, including the use of personal protective equipment (PPE).</p>	<p>07 Training plan Outline of the training plan and learning objectives for the first month.</p>
<p>03 Tour of the site A guided tour of the construction site, pointing out key areas and facilities.</p>	<p>08 Communication channels Information on how often you will review the apprentice's progress and who are the emergency contacts on site.</p>
<p>04 Tools and equipment Introduction to the tools and equipment they'll be using, including a hands-on demonstration.</p>	<p>09 Explain your expectations Discuss what you expect from the apprentice, a good attitude, positive work ethic, good time keeping and attendance.</p>
<p>05 Project overview A brief explanation of the current projects and the apprentices role in them.</p>	<p>10 Q&A session An opportunity for the apprentice to ask any questions they may have.</p>

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Chapter 02

On Programme and Retention

Supporting and retaining your apprentice



Mentoring



Tracking progress



How to claim your funding



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02

On Programme and Retention

Retaining an apprentice

Once you've taken on your apprentice and invested time to induct them, make them feel welcome and start their journey with you, you'll want to do all you can to keep them. Here we include some useful tips to help along the way and links to mental health resources.

Tips for retaining apprentices include:

- Find a mentor for your apprentice
- Contact CITB's NEST team to book a mentoring training session for your work-based mentors
- Schedule regular 1-2-1s, give them feedback and social pointers
- Create a warm and welcoming culture
- Help them to establish their new role
- Delegate work to make their apprenticeship manageable
- Communicate with the wider team to set expectations

- Listen to employees feedback, action improvements and most of all develop a sense of community within your business
- Focus on improving employee experience
- Keep in touch with the college or training provider
- Keep tabs on their wellbeing and mental health so they're happy to be at work / college / training provider.

Mental health

It's ok to talk about mental health and suicide, but sometimes we don't know how to start. Whether you want to be able to start a conversation, enrol on a course, or simply know who to contact for help, the below resources can help, especially in construction.

The NEST team can support employers with mental health guidance and training through an expert external provider, please get in touch if you would like to access this free support.

Contact CITB's NEST team to book a mentoring training session for your work-based mentors



Get in touch if you would like to access mental health guidance and training



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02

On Programme and Retention (Continued)

Retaining an apprentice: Mental health support

Helplines and direct support

Lighthouse Club

The Lighthouse Construction Industry Charity is the only charity that provides emotional, physical and financial wellbeing support to the construction community and their families.

Visit the website [↗](#)

As well as their Wellbeing Academy, Lighthouse Club provides a 24 hour Construction Industry Helpline offering free and confidential support and advice.

Contact them on 0345 605 1956 (UK)

or visit the website [↗](#)

Samaritans

Samaritans trains volunteers to provide emotional support to people struggling to cope. They support individuals and offer Samaritans Training and Engagement Programmes (STEP) to bring this expertise into organisations, by training your staff to spot and support anyone in that position.

Visit the website [↗](#)

Resources

Go Construct [↗](#)
Mental health in construction

Mental Health First Aid [↗](#)
Training

Building Mental Health [↗](#)
Tackling mental health in the construction industry

Mind [↗](#)
Mental health at work resources

CITB [↗](#)
Raising mental health awareness

You can also liaise with the college and refer your apprentice to the college's wellbeing/mental health team.

Need help now?

Contact the Construction Industry Helpline:

0345 605 1956 (UK)

Or visit the Construction Industry Helpline website [↗](#)

Contact Samaritans [↗](#)
for volunteer training to provide emotional support.

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02

On Programme and Retention (Continued)

Mentoring

The CITB offers a **Mentoring Standard** session which focuses on providing you with an in-depth understanding of the current apprenticeship standard and the crucial role of mentors. If you would be interested in attending one of these sessions please contact your NEST adviser for further information.

Questions you might include in your mentoring sessions with your apprentice

If you mentor your apprentice yourself or in-house, you might wonder what sort of questions to ask, use the below to get you started.

- How has your week been
- How are you feeling
- Did you face any challenges or obstacles
- How did you overcome them
- What could you have done differently to improve your performance/the situation
- What skills do you feel you improved on this week
- What skills areas do you feel you need to focus on now, or in the future

- How have you expanded your knowledge this week
- Was there anything you didn't understand
- Are there any knowledge questions that you'd like to discuss (set home learning)
- What are your goals for the coming week
- Is there anything else you'd like to discuss?

Things to consider discussing:

What could the apprentice do differently to improve their performance?



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02

On Programme and Retention (Continued)

Mentoring: Practical/Theory

Knowledge, skills, and behaviours

In apprenticeship training we refer to KSBs – Knowledge, Skills, and Behaviours. Your apprentices will be required to learn and demonstrate these KSBs to pass their apprenticeship.

Knowledge

This is the theory of what the apprentice needs to know – the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.

Skills

This is the ability that the apprentice needs to demonstrate – the practical application of knowledge needed to successfully undertake the duties. Skills determine what they are capable of doing. They are learnt through on- and/or off-the-job training or experience.

Behaviours

Behaviours refer to the actions, attitudes, and professional conduct of your apprentice in the workplace. Their behaviours will be assessed through everything that they do. The way that they work, interact with others, handle feedback, solve problems or show initiative.

Collaborative learning

The apprentice will spend 80% of their training working with you, and 20% of their training with the training provider. The KSBs will need to be developed through both elements; this is collaborative learning.

Further information and the specific KSBs requirements for every apprenticeship can be found on the Institute for Apprenticeships website.

Institute for Apprenticeships



English and maths

All apprentices must have English and maths grades at the required level to complete their apprenticeship.

It is a mandatory requirement at gateway to be able to book the End Point Assessment.

Some training providers have English and maths as an entry requirement, but most allow your apprentice to achieve the required grades as part of their apprenticeship journey.



02

On Programme and Retention (Continued)

Checking progress and claiming funding

Is your apprentice on track?

The On Programme Apprentice Progress Review Example (Word) will help you track how your apprentice is doing.

How to authorise automated claims

As you move through the apprenticeship programme you'll want to claim the grants you're entitled to, CITB Online makes the claims process really simple for you. If you haven't already registered, click the link to setup your account.

If you need any support setting up your account get in touch, we're here to help.

Download the On Programme Apprentice Progress Review Example (Word)



To claim the grants you are entitled to, click here to setup the CITB Online claims process



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Chapter 03

Achievement

Gateway



The Apprenticeships End-Point Assessment



Benefits of the Apprenticeships End-Point Assessment



Useful links



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03 Achievement

Gateway

Once your apprentice has completed their training and is ready, they will reach Gateway.

In the world of apprenticeships, the gateway is the door between the apprenticeship training and the end-point assessment.

Knowing when your apprentice is gateway-ready is much more than simply checking the apprentice has obtained all the mandatory requirements outlined in the assessment plan (although this is important). It's about the employer, apprentice and training provider being convinced that the apprentice is at the *level* of competence set out in the standard and are prepared for the end-point assessment, so they can *claim* that competency.

Resits

There may be occasions when your apprentice fails one or more assessment methods, if this happens they will be offered the opportunity to take a resit or a retake.

When the result notification recommends a re-take, it is recommended that's you work with the apprentice's training provider to consider a supportive action plan that responds to the weaknesses identified from the original EPA result notification.

Useful links:

[NOCN EPA](#)

[GOV.UK](#)

[IFATE](#)

[Strategic Development Network: How do you know your apprentice is ready for the gateway?](#)

[Fe News: What happens at Gateway?](#)

[C&G EPA](#)

[EPA Support Team](#)

[.Gov](#)

Support your apprentice through end-point assessment

[.Gov](#)

Download 'The essential guide to apprenticeship support' (PDF)

There are many other sources of useful information, including:

[1st for EPA:](#)

How to support your apprentice through EPA

[Gement Connect](#)

Gement

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03

Achievement (Continued)

The Apprenticeship End Point Assessment (EPA)

The final stage of an apprenticeship in the UK is the end-point assessment (EPA).

This is designed to ensure that apprentices have met the required standards and are competent in their chosen occupation.

What is it?

The EPA is an independent assessment of an apprentice's competence and performance in their chosen occupation. It is carried out by an external assessment organisation, separate from the training provider and employer.

The EPA is designed to test the apprentice's knowledge, skills, and behaviours against the apprenticeship standard. It typically involves a range of assessments, which may include:

Practical Assessments

This would involve the apprentice being observed performing tasks related to their occupation

Written Assessments

These may be used to test the apprentice's knowledge and understanding of their occupation, including their understanding of health and safety, legislation, and industry regulations

Professional Discussions

These may be used to test the apprentice's ability to apply their knowledge and skills in a work context, as well as their communication and problem-solving skills

Portfolio Assessment

Apprentices may be required to produce a portfolio of work to demonstrate their competence and performance in their chosen occupation.



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03 Achievement (Continued)

Benefits of the EPA

The apprenticeship end-point assessment provides a number of benefits for employers, apprentices, and the wider economy.

Here are some key benefits:

Quality Assurance

The EPA ensures that apprentices meet the required standards, improving the quality of apprenticeships

Employer Engagement

The EPA encourages employer engagement, ensuring that employers are directly involved in the development and delivery of apprenticeships

Career Pathways

The EPA provides clear career pathways for apprentices, helping them to progress in their chosen occupation

Confidence

The EPA provides apprentices with the confidence that they have achieved the required standard and are competent in their chosen occupation

Economic Benefits

The EPA contributes to the UK economy by increasing productivity, reducing skills gaps, and providing a skilled workforce.

End point assessment useful links

Use the links below to find out more about EPAs:

Watch: SME webinar - Preparing your apprentice for end-point assessment



.Gov: Results and celebration



Apprenticeships: Understanding end-point assessments



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NEST: New Entrant Support Team

Apprenticeships Simplified for you

If you have any questions or need support our New Entrant Support Team (NEST) are on hand to help you every step of the way.

Contact NEST today:

Call: 0300 4566431

Email: newentrant.team@citb.co.uk ↗

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