

UHI

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Modern Apprentice Handbook



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Welcome to your apprenticeship!

We are delighted that you have chosen to undertake a Modern Apprenticeship with UHI.

As one of the largest providers of training and development programmes in the Highlands and Islands, we offer flexible and supported learning, from access level to PhD. We have a strong track record of delivering high-quality training to both students and businesses.

We are committed to supporting you throughout your apprenticeship journey and helping you build a successful career.

This handbook will guide you through your Modern Apprenticeship, offering essential information and support to help you succeed.

If you need any support, please don't hesitate to contact: (enter main contact)

Fàilte don phreantasachd agad!

Tha sinn air leth toilichte gu bheil thu air ròghnachadh Nuadh-Phreantasachd le UHI a ghabhail os làimh.

Mar aon de na solaraichean tràanaidh is leasachaidh as motha air a' Ghàidhealtachd is na h-Eileanan, tha sinn a' tabhann ionnsachadh sùbailte le taic, bho ìre inntrigidh gu PhD. Tha eachdraidh làidir againn ann a bhith a' libhrigeadh tràanadh àrd-inbhe do dh'oileanaich agus do ghnòthachasan.

Tha sinn dealasach a thaobh taic a thoirt dhut air feadh do thuras preantasachd agus do chuideachadh gus dreuchd shoirbheachail a thogail.

Bidh an leabhar-làimhe seo gad stiùireadh trod Nuadh-Phreantasachd, a' tabhann fiosrachadh agus taic riatanach gus do chuideachadh gu bhith soirbheachail.

Ma tha taic sam bith a dhith ort, nach cuir thu fios gu: (enter main contact)

What is an apprenticeship?

An apprenticeship combines working with studying, allowing you to develop new skills, knowledge and experience that are directly related to your job and industry.

Apprenticeships are perfect if you are starting a new job, looking to advance in your current role, have been promoted or are considering a career change.

About your apprenticeship

If you are about to study one of our Modern Apprenticeship programmes, you will already be employed or will be due to start work with an employer.

Throughout your apprenticeship, UHI will train and assess your knowledge, skills and interpersonal abilities according to the standards set out in the relevant Scottish Vocational Qualification (SVQ) framework. SVQs are recognised work-based qualifications offered at various levels.

To achieve an SVQ award, you need to compile a portfolio of evidence, including work products, direct observations, reflective accounts and similar materials. An assessor will evaluate your portfolio to ensure it meets the required National Occupational Standards.

Your employer's involvement and support are crucial at every stage of your apprenticeship. They will help connect what you are learning in your SVQ to your day-to-day tasks, allowing you to practise and apply the skills you are developing. Working with your assessor, your employer will be actively involved in progress reviews, setting goals and achieving key milestones.

To find out more about apprenticeships visit:

+ uhi.ac.uk/apprenticeships

+ apprenticeships.scot

How your apprenticeship is funded

Skills Development Scotland (SDS) provides financial support for your Modern Apprenticeship.

After you are enrolled at UHI, a member of our apprenticeship team will reach out to help you complete the necessary funding paperwork.

Please make sure to check and respond to any text or email messages from SDS.



Your apprenticeship journey

Induction

As you begin your apprenticeship programme, it's important to understand your learning and what to expect. The college will conduct an induction at the start of your programme, where you'll be introduced to the Virtual Learning Environment (VLE).

The VLE contains information on:

- > Introduction to UHI
- > Basic housekeeping procedures, fire drills protocols and other campus-related details (if you are attending classes at campus)
- > A description of apprenticeships, including the framework and what to expect
- > Equal opportunities awareness training to help you recognise and address discrimination, bullying and harassment, and promote positive attitudes towards others
- > Advice on support mechanisms, such as progress reviews and mentoring
- > An overview of relevant college procedures, including equal opportunities
- > Completion of any required paperwork related to apprenticeship funding



Individual Training Plan

Every Modern Apprentices receives an Individual Training Plan tailored specifically to you, including any specific support you might need.

Your plan will cover the following details:

- > Personal details including your start date, expected end date and planned college attendance
- > A brief statement about your employment and career goals
- > Details of the full framework content to be achieved and any additional in-house or off-the-job training
- > Any accreditation of any previous learning identified
- > Methods of delivery for training and assessment
- > Targets for completing your SVQ and Core Skills
- > Scheduled dates for progress reviews
- > Any identified support arrangements for you

Your progress on the Individual Training Plan will be reviewed in a Learner Progress Review, which is explained in the next section.

To ensure everyone is committed to the successful completion of the apprenticeship programme, the learning plan must be signed by you, your employer, and UHI. It's important that everyone involved reads, understands and agrees to the terms outlined in the plan.

Learner Progress Reviews

Learner Progress Reviews are conducted by your assessor or apprenticeship team. The first review happens after your induction, and then at least every 13 weeks, as required by Skills Development Scotland (SDS), to ensure that you are making good progress.

During the review, you, your line manager or supervisor, and your assessor will discuss how you are doing in your programme. These reviews are crucial for your development, as they provide feedback on your progress and help set targets for you to work towards. They also help identify any additional support you might need. For example, the review will cover:

- > The induction you received, training courses, on/off-the-job learning, mentoring systems and whether additional support is required
- > Checking how any off-the-job learning is being applied in the workplace
- > Reviewing your progress against your training plan
- > Reviewing the development of Core Skills and Meta Skills
- > Setting and reviewing Specific, Measurable, Achievable, Realistic, Time-bound (SMART) targets
- > Any health and safety issues, including Personal Protective Equipment (PPE) or any additional training requirements

You can get a copy of the Learner Progress Review Form from your assessor. Each completed review will be shared with you and your employer. The final copy will be attached to your Training Plan and kept in your file by UHI apprenticeship staff.

If any issues arise, the frequency of reviews can be increased by mutual agreement with your organisation and yourself.





Staff who will support you

Apprenticeship staff: They are here to help you and your employer with advice and to assist with completing enrolment and funding paperwork.

Assessor: Your assessor's main job is to monitor and review your progress throughout the apprenticeship. They will work closely with your employer and provide the necessary skills and support to help you prepare for assessments.

Lecturer: Some apprenticeships include either block attendance or day release at a UHI campus, where you'll be taught by experienced lecturers.

Employer mentor: In most workplaces, you'll have a mentor who will support you during your apprenticeship. This person will help you apply what you've learned in the workplace and ensure you get plenty of hands-on practice.

How apprenticeships are assessed

- > **Portfolio:** You have access to a user-friendly, electronic portfolio to store your evidence, assessment plans, units, feedback, and guidance.
- > **Professional discussion:** This is an exploratory conversation between you and your assessor.
- > **Practical assessment:** Complete tasks based on your technical skills, which may sometimes be done in a simulated environment.
- > **Observation:** Your assessor will watch you perform activities to check your competency
- > **Interview:** Answer questions to demonstrate your skills and knowledge.
- > **Written test:** Tests may include open book, closed book, or multiple-choice. These can also include industry-specific tests or psychometric assessments.
- > **Project:** tasks set by your college or employer to show how well you can apply your theoretical knowledge in practice
- > **Learner log:** a record of your experiences and skills, which might include a reflective journal
- > **Presentation:** use visual aids to explain concepts and showcase your understanding

Additional support

If you need extra help to complete your qualification or learning programme, we will identify any additional needs during the initial assessment process and provide support from the start.

If any additional needs are identified after the programme has begun, the college will arrange the necessary support. This might include one-on-one assistance or group support, depending on what you require.

Industry qualifications

As part of your qualification, you'll work towards a Scottish Vocational Qualification (SVQ) and sometimes an industry-specific certificate. An SVQ is a work-based qualification that guarantees you've got the skills and knowledge to do your job well, meeting the national standards for your industry.

Core skills

Core skills are essential for most jobs and require some level of ability across several key areas. These included communications, numeracy, problem solving, information technology and working with others. Depending on your qualification, these skills may be integrated into your course or may need to be assessed separately.

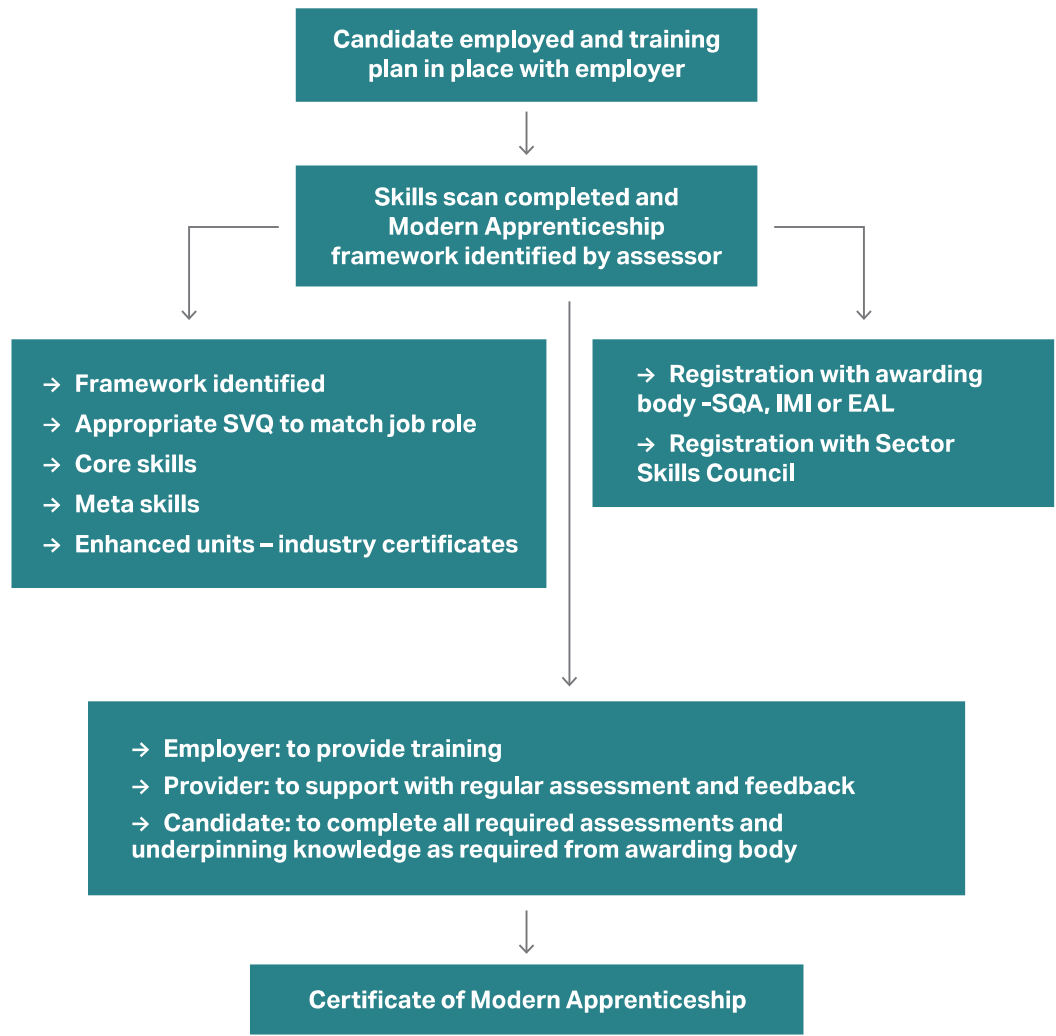
Meta skills

Meta skills are essential abilities that help you adapt and succeed, no matter what changes come your way. They form the foundation for learning other transferable and technical skills. Developing these skills is key to handling the challenges of a complicated and unpredictable world.

As you progress, you'll be able to see these skills in action, talk about them, and reflect on your experiences. This will help you recognise, understand and talk about your skill development.

Making meta skills part of your learning will help you become a successful learner, more confident, a responsible citizen and an effective team player. This will help you reach your full potential throughout your learning journey and beyond.

Modern apprenticeship framework



Key roles and responsibilities

Your role:

- > Agree on a training and development plan with everyone involved.
- > Work on your development in line with the agreed training plan.
- > Attend college and any off-the-job training where required.
- > Provide evidence of your skills and progress throughout your apprenticeship.
- > Create and manage a portfolio, keeping it updated and complete during your qualification period.
- > Inform us if there are any changes to your employment or contact details.
- > Always behave in a professional manner.

Role of your employer:

- > Ensure you are paid according to company policy and current HMRC legislation.
- > Offer chances for you to demonstrate your skills and progress.
- > Provide the experience, facilities and training needed to meet the outcomes of your training plan.
- > Encourage and support you to advance and complete your apprenticeship successfully.
- > Take responsibility for your health and safety while you are at work.
- > Inform the college if you are absent due to illness for more than 10 consecutive working days.

Role of the training provider:

- > Ensure the apprenticeship programme is suitable for you.
- > Make sure you and your employer fully understand how competence-based assessments work.
- > Work with you and your employer to identify and agree on your training needs.
- > Register you with the relevant Sector Skills Council, Awarding Body, and Skills Development Scotland.
- > Keep detailed assessment records and review your progress at regular intervals.
- > Send records and evidence for moderation as required.



Verification

Your details will be entered into the Skills Development Scotland (SDS) database. You'll receive an email or text from SDS asking you to confirm that you've started your training, and you'll also receive an email to verify your email address. If you receive anything that looks suspicious or you're unsure about, just get in touch with us.

SDS will continue to send you verification messages throughout your apprenticeship, and we'll let you know when to expect them.

Absence and attendance

To successfully complete your apprenticeship, you must maintain high attendance at the campus where required. Your attendance and punctuality are recorded and discussed during your progress reviews. Your assessor will notify your employer if your attendance is poor.

Unauthorised absence: If you do not let UHI know that you will not be in, your absence will be recorded as unauthorised.

Authorised absence:

- > Assessment visits: You should notify your assessor if you are unable to attend an assessment visit for any reason. Your assessor will record details of all absences, and these will be discussed at your progress review.
- > Workplace: Your employer will advise you on how to record holidays and any absences.

Feedback

To improve our services, we need your feedback.

We want to hear about your experience, both the positive aspects and any areas where we can do better. Your thoughts are important to us and help us to make our services better.

Add - [Academic partner to add how can they feedback – leave space for a few lines]



About UHI

UHI is more than a college and more than a university. We are a unique institution in Scotland and one of the few in Europe, offering a diverse and flexible approach to education.

We are a diverse and flexible partnership serving our communities and connected to their needs. Our strength lies in our diverse and adaptable partnership. This allows us to better serve our communities and respond to their needs, helping us deliver a richer and more inclusive learning experience.

Mission: To have a transformational impact on the people, communities and economy of our regions.

Vision: We will attract, nurture and retain talent in our communities, supporting innovation and social and economic prosperity. We will do this through the innovative delivery of flexible lifelong learning focused on employability and skills and impactful research.

Equality and diversity

At UHI, we are committed to providing equal opportunities and preventing any form of discrimination in our work and study environments.

We will:

- > Eliminate unlawful discrimination, harassment and victimisation
- > Advance equality of opportunity between people from different groups
- > Foster good relations between people from various backgrounds, addressing prejudice and promoting understanding





HISA - Your Students' Association

Student counselling and wellbeing

We want to make sure you can get the most out of your learning experience. Our Student Counsellor and Wellbeing Coordinator is here to help if you're dealing with mental health challenges, Autistic Spectrum Disorder or emotional and behavioural difficulties.

We provide support that's tailored to your needs and work with external agencies and professionals when necessary. You can reach out at any time during the year, but the sooner we hear from you, the sooner we can start helping.

For more information or to get in touch, please contact or visit:

Counselling services –[insert college detail]

Complaints handling

At UHI, we take your complaints seriously and aim to resolve them quickly and fairly.

Our Complaints Handling Procedure (CHP) is designed to address issues as close to the source as possible and to carry out thorough investigations when needed. This helps us make informed decisions and improve our services.

Handling complaints early saves time and resources and helps us run more efficiently.

For more details on how to make a complaint, visit the **Complaints Handling** section on our website.

As a UHI apprentice, you can become a member of the Highlands and Islands' Students Association (HISA) by getting in touch with the HISA team.

Run by cross-campus officers and local officers, HISA provides a channel through which you can voice your opinions on your student experience and access support and advice.

They offer a range of opportunities to get involved in the life and work of UHI, either as a student voice rep, or by offering feedback and suggestions on how to make your experience as an apprentice at UHI better.

HISA also support a wide range of student networks, clubs and societies which you can take part in, including online ones.

HISA Advice Service

Apprenticeship life can have its ups and downs, and sometimes things don't go as planned. Whether you're facing challenges with your training, housing issues, or just need someone to talk to, HISA offers free, independent and confidential support to help you navigate your apprenticeship smoothly.

- > **Training support:** If you are struggling with coursework or training modules, or need guidance on appeals, the Advice Service provides expert guidance and advice on how to file complaints.
- > **Housing assistance:** Finding the right place to live can be one of the most stressful parts of being an apprentice. The Advice Service can help you find safe and affordable accommodation and provide tips on how to maintain a healthy living environment. They can also assist with any housing issues such as tenancy agreements, council tax and disputes with landlords.
- > **Well-being support:** Your mental and physical well-being are vital. The Advice Service and UHI Wellbeing services provide support to help you manage stress, stay healthy and maintain a balanced lifestyle.
- > **Unique flexibility and inclusiveness:** HISA's services are available both on campus and remotely. This means you can access the help you need, no matter where you are or your schedule.





How to reach the Advice Service:

For more information or to get the support you need, you can:

- > Visit us in person: Stop by the Student Association office during business hours, and local staff will connect you with the Advice Team.
- > Online Resources: Check out the comprehensive resources available on the HISA website.
- > Email, WhatsApp, or call: Send your queries to hisa.advice@uhi.ac.uk
- > Call or message: 07894 907024, and the team will respond promptly.

For more information about HISA, visit hisa.uhi.ac.uk.

Student ID:

You can access your student ID card on the UHI MyDay <https://myday.uhi.ac.uk> by using the link for 'My Student ID'.

Keep any personal data changes up to date using MyDay.

Access to the campus, travel and accommodation

{Please insert your own details of getting to the campus and services available}

You may be able to get some help with travel and accommodation costs. This will depend on the framework, where you are based and the size of your organisation. We will let you know if you are eligible and what this covers.

Free bus travel

If you are under 22, we encourage you to apply for a National Entitlement Card (NEC) for free nationwide bus travel, apply online or in person at your local council office. Use this card for travel to campus and for attending off-the-job training.

Facilities available to students

Key facilities:

- > Text 1
- > Text 2
- > Text 3
- > The main places to eat are...
- > Printing and copying facilities are available in the library ...
- > Discounts in-store and online for students and apprentices, including Totem and NUS Apprentice Extra cards.

Campus opening hours [edit to suit your location]

- > Monday: 8am to 5.30pm
- > Tuesday: 8am to 9pm
- > Wednesday: 8am to 9pm
- > Thursday: 8am to 5.30pm
- > Friday: 8am to 5pm

IT and Wi-Fi facilities

You can access Wi-Fi on all UHI campuses using your student login. You can bring in your own laptop to use on campus.

You can also drop in and use a computer in the library, [Allow for local information to be added here]

If you need a laptop for your coursework, you can request one through your assessor or a member of the apprenticeship team.



Helpful Links

UHI	partner URL
UHI	uhi.ac.uk
MyDay	myday.uhi.ac.uk
My SQA	mysqa.org.uk
My World of Work	myworldofwork.co.uk
Skills Development Scotland	skillsdevelopmentscotland.co.uk
Apprenticeship Scot	apprenticeships.scot
Federation for Industry Sector, Skills and Standards	fiss.org
SQA	sqa.org.uk
EAL	eal.org.uk
IMI	tide.theimi.org.uk
Acas	acas.org.uk
Faie Work Practices	gov.scot/news/supporting-fair-work-practices

Where learning
means more
celebrations
achievement
success
support
opportunities
excellence
fulfillment
experiences
collaboration
possibilities
connections
flexibility

