

Apprenticeships

Employer Handbook



LOGISTICS UK

We support, shape and stand-up for safe and efficient logistics

Logistics UK is one of the biggest business groups in the UK, supporting, shaping and standing up for efficient logistics. We are the only organisation in the UK that represents all of logistics, with members from the road, rail, sea and air industries, as well as the buyers of freight services such as retailers and manufacturers whose businesses depend on the efficient movement of goods.

An effective supply chain is vital to Keep Britain Trading, directly impacting over seven million people employed in making, selling and moving the goods that affect everyone everywhere.

With Brexit, technology and other disruptive forces driving changes in the way goods move across borders and through the supply chain, logistics has never been more important to UK plc.

As champions and challengers, Logistics UK speaks to Government with one voice on behalf of the whole sector, greatly increasing the impact of our messages and achieving amazing results for members.

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Logistics UK Apprenticeships



Mission

To support our members and the wider audience, assisting them to utilise the opportunities apprenticeships offer.



Vision

To provide high-quality education and training opportunities.
To attract entrants into the industry and assist progression within the industry.

Employer Information *Padlet*

Latest information on the landscape of apprenticeships, end point assessment and using the Apprenticeship Service.



Wider-skills *Padlet*

Improving apprentices' and employers' knowledge of health, safety, well-being, digital skills and more.



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Why work with Logistics UK?

Logistics UK values every customer and strives to offer all employers and apprentices a high-quality education. Developing how apprenticeship standards are delivered alongside employers is paramount to ensure what we provide fits your business.

To ensure the best experience, enrolling the right learner on the right course is our main priority. Our team will work closely with you and your apprentice during the initial assessment and enrolment to ensure this.

Logistics UK is the industry expert, and apprentices will have the opportunity to attend many events we host throughout the year, including our TMCP (Transport Manager CPC) conferences. Apprentices will also have access to our MAC member briefings and campaigns to further develop their knowledge of the vast evolving industry. Our e-learning platforms, publications, and resources to support apprentices are second to none.

<https://logistics.org.uk/campaigns>

We offer great flexibility and provide employers with choice modules from our prospectus to develop their apprenticeship programme.

Logistics UK champion the wider curriculum and provides apprentices and employers with regular updates about safeguarding, Prevent, British Values, Equality and Diversity, well-being, and much more. Scan the QR code on the page 3 this brochure to view our Padlet.





What is an apprenticeship?

Apprenticeships are accessible to anyone aged 16+ who require the development of significant KSBs (knowledge, skills, and behaviours) to carry out their job role competently. Apprentices can be at different levels, from school leavers and university graduates to people wanting to further their careers or change direction completely. Apprenticeships can be new employees, those already in a role or those moving into a new position.

Key Facts

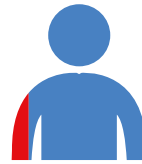
- Apprentices are employed and will continue to spend most of their time conducting their primary duties.
 - The minimum duration of an apprenticeship is 12 months.
 - Apprentices will develop their KSB (knowledge, skills, and behaviours) through a combination of learning activities on and off the job.
- 20% off the job does not mean the apprentice must take one day a week away from their role. The 20% will be achieved throughout the apprenticeship and planned with the employer before the apprentices' start date.
 - The apprenticeship may also include a mandatory qualification.

Why choose Apprenticeships

Logistics UK aims to support its members and wider audience to attract, retain and develop new talent within the industry.

- Organisations reported the most effective actions undertaken to address the skills shortage in logistics in the table below. 23.6% reported apprenticeships as effective actions to address driver and/or skills shortages. 21.4% stated that promoting driving and/or other logistics professions to young people effectively addresses driver and/or skills shortages. Two key priorities for Logistics UK.

Raising pay	76.8%
Investing in new vehicles/improved facilities to attract drivers	37.3%
Funding driver training programmes for career changers/new drivers	37.3%
Taking on apprentices	23.6%
Promoting driving and/or other logistics professions to young people	21.4%
Providing better/more sociable working hours for drivers	18.6%
Raising overtime rates	18.2%
Accessing Government skills funding schemes	8.2%
Promoting driving and/or other logistics professions to women	5.5%
Funding driver training programmes aimed at long-term unemployed	4.1%
Promoting driving and/or other logistics professions to ethnic minorities	1.8%



86%

of employers said apprenticeships helped them develop skills relevant to their organisation

Source: Logistics UK Industry Survey 2021/22

Apprentice, Employer and Provider responsibilities

Apprentices' responsibilities

- Fully commit to their apprenticeship and learning activities
- Observe the terms and conditions of their employment.
- Take an active role in review meetings.
- Maintain off-the-job record detailing any learning that occurs.
- Attend all workshops and 1:1 sessions.
- Seek guidance from workplace mentors and tutors should they need support.
- Adhere to all workplace policies.
- Inform Logistics UK of any issues that may impact their training plan and achievement of their apprenticeship.

Employer responsibilities

- Work with Logistics UK and the apprentice throughout the apprentice's journey.
- Provide a fair and safe working environment that complies with health and safety, equality, and diversity, including promoting British Values, Safeguarding and Prevent.
- Provide a workplace mentor.
- Contribute and agree to a plan of training.
- Support the Apprentice's personal development.
- Ensure your Apprentice(s) completes any work set by the tutor against the agreed timescale.
- Ensure a quiet area of work is available for tutor contact.
- Discuss any concerns you may have with Logistics UK.
- Support and give appropriate workplace training and guidance (16–18-year-old no lone working).
- Ensure Health and Safety in the workplace is maintained.
- Provide a paid contract of employment (30 hours per week minimum).
- Agree and understand any financial obligations.
- Pay a minimum of the National Minimum Wage for Apprentices.
- Ensure the Apprentice is Gateway ready alongside Logistics UK.

Logistics UK responsibilities

- Ensuring there is a contract of employment and training plan covering the duration of the apprenticeship.
- Ensure the apprentice is being paid a lawful wage.
- Ensure meaningful reviews are conducted and support the achievement of the apprenticeship.
- Ensuring apprentices are employed in a safe working environment in line with health and safety, safeguarding, equality, and diversity legislation.
- Conduct robust initial assessments to ensure the apprentice is enrolled on the most appropriate apprenticeship standard.
- Deliver high-quality training and assessment opportunities.
- Ensure all parties are clear on the 20% off-the-job training requirements.
- Provide learning support when required to ensure no apprentice is at a disadvantage.

Apprenticeships' Journey to success

Pre-enrolment

- Attend a webinar on course content and expectations of the apprenticeship.
- Submit previous achievements, ie, GCSE, Functional Skills, A levels, NVQs, Diplomas etc.
- Complete English and maths initial assessments.
- Complete skills scan related to the desired apprenticeship standard.
- Submit the job description.
- Declare ALN (additional learning needs).
- Authorise Logistics UK to access PLR* (Personal Learning Record) to clarify previous achievements.



Initial assessment (tri-part meeting apprentice, manager/mentor, and inductor)

- Discussion about pre-enrolment activities, including adaptations for ALN.
- Discussion of career aspirations and suitability of the desired apprenticeship standard.
- Agreement on off-the-job learning, methods, and workshop dates.
- Discuss modules and their sequencing to meet learner needs.
- How to book monthly one-to-one sessions.
- Arrange learner reviews for apprentice/line manager attendance.
- Agreement on the duration and price.
- Agreement on the training plan.



On programme teaching and learning

The Apprentice

- Attends classroom/remote teaching and learning sessions as planned.
- Completes learning activities as planned.
- Attend monthly 1:1 sessions with their tutor.
- Attend review of learning a minimum of 4 times per year.
- Attend enrichment activities Logistics UK offers, such as TMPCPC seminars, MRM compliance roadshows, or Engineering Councils.
- Engage in EPA preparation – mocks and revision.



Gateway

- The apprentice has completed all learning and assessment activities.
- The employer will meet the provider and discuss whether the apprentice is ready to progress to EPA.
- Any adaptations requested concerning learning or support need to be finalised.

Preparation for EPA (end point assessment)

- All learning throughout the programme will be directly linked to the EPA requirements.
- The EPA is carried out by an independent end-point assessment organisation.

Achievement

- The apprentice will receive a certificate on successful achievement of their EPA.

Careers Advice

- Logistics UK will support the apprentice with their next steps, whether progressing to higher apprenticeships, qualifications or other opportunities.

English and maths

If an apprentice has yet to achieve English and maths, they must accomplish these before completing their apprenticeship. Logistics UK works with English and maths specialists to provide high-quality training and support. All apprentices will receive tutor support and access to e-learning, including practice tests.

	Apprenticeship Level	Functional Skills	Exemptions
Level 1 (exemption required)	2	Level 1 Functional Skill must be achieved if there are no exemptions. The apprentice must then work towards level 2 English and/or maths, where there is time to make meaningful progress (at least three months before gateway). The apprentice is only expected to take a level 2 test if the provider is satisfied that the apprentice is ready for the assessment.	GCSE 2 (E), CSE 2 or 3, O Level E (pre-1975), or Functional Skills Level 1.
Level 2 (exemption required)	3+	Level 2 Functional Skill must be achieved if there are no exemptions.	GCSE 4 (C), CSE 1, O Level C (Pre 1975), or Functional Skills Level 2.

There are many other exemptions, which will be discussed during the initial assessment.

For those with an education, health and care plan or a legacy statement, the Apprenticeship's English and maths minimum requirement is entry-level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Funding, costs and incentives

Access the Employer Padlet QR code, on page 3, for videos using your LEVY account.

Cost of an Apprenticeship

Each apprenticeship standard has a maximum funding band. To ensure value, the outcome of the initial assessment is taken into consideration, and the total price will be reduced based on the apprentice's starting point.

The apprentice must be employed, and the employer must pay at least the national minimum wage and provide a contract of employment with statutory rights.

Levy-Paying Employers

An annual salary bill of more than £3m.

Apprenticeship training costs are paid from the employer's levy account. Using the Apprenticeship Service, employers can access the funds for apprenticeship training and development for the organisation. If an employer does not use the levy funds within two years then the funds will expire. However, if you use all your levy and wish to train more apprentices, you will pay the same as the SME model.

SME Model

Less than 50 employees and an annual salary bill of less than 3m.

- Apprentices aged 16-18 will be eligible for 100% funding for the total agreed price of the training.
- Apprentices aged 19 to 24 with an education, health and care plan provided by their local authority or has been in the care of their local authority will be eligible for 100% funding.
- For Apprentices aged 19+, the employer co-invests 5% of the total price of the training; the Government cover the remaining 95%.

Non-Levy Employers

More than 50 employees and an annual salary bill of less than £3m.

- For all Apprentices, the employer co-invests 5% of the total price of the training; the Government cover the remaining.



Grants and Incentives

Grants and incentives may be available at the time of induction. These may be dependent on age, industry, and business location. Please get in touch with your Logistics UK partner for further information.

Keeping your apprentice safe

The Health and Safety at Work Act 1974 forms the basis of many health and safety regulations. Both the Act and the Regulations place duties on both the employer and employee, which, by law, must be followed by both parties.

What an employer must do

An employer must ensure that young people employed within their business are adequately protected against risk presented with the activity within their job role. Special consideration must be given to their lack of experience, maturity, absence of awareness and age.

There are many things the employer must do to ensure an apprentice's safety.

- Provide a safe work environment.
- Assess the risks to all employees and identify control measures to minimise or remove risks.
- Provide instruction, information and training.
- Communicate significant risks.
- Provide free-of-charge PPE (personal protective equipment)

What the apprentice must do

- Take reasonable care of their health and safety and others affected by their actions.
- Co-operate with the employer and comply with legal duties.
- Use equipment or substances following any training or instruction provided by the employer.
- Report any danger immediately.
- Report any accidents immediately.

Logistics UK will conduct a health and safety vetting of all new employers. The extent of this vetting will depend on the characteristics of the apprentice.

Safeguarding

Safeguarding is a term used to denote measures to protect individuals' health, well-being, and human rights, allowing people, especially children, young people, and adults at risk, to live free from abuse, harm and neglect.

We all have a duty of care to safeguard children, young people, and adults at risk. If you are ever concerned about an apprentice, please share this with your HR department and safeguarding@logistics.org.uk. One of our Safeguarding Officers will advise.

Prevent

In 2015 the Government introduced Prevent Duty to help reduce the threat to the UK from terrorism and to support people who may be at risk of being radicalised, supporting a terrorist organisation or becoming terrorists.

Terrorism is a real and serious threat, and society has witnessed that terrorism can strike anytime without warning. As an employer, if you have any concerns about apprentices, this information must be discussed with Logistics UK. Forming a bigger picture of a vulnerable person can provide vital information to ensure the person is supported timely.

There is no place for extremist views, whether at work or in education. Logistics UK recognises that if we fail to challenge extremist views, we fail to protect the apprentice.

If you are suspicious of something that could identify a terrorist threat anywhere in the UK, report it using this confidential online tool <https://www.met.police.uk/tua/tell-us-about/ath/possible-terrorist-activity/>, or call the Anti-Terrorism Hotline 0800 789 321.

Your doubts may seem insignificant, but your call could be vital.

Abuse of trust

Adults working with an apprentice aged under 18 are working in a position of trust. This applies if they do not teach or mentor the apprentice. It is a criminal offence for a person over the age of 18 to engage in a relationship when that person is in a position of trust, even if the relationship is consensual.

British Values

British Values underpin what it is to be a citizen in modern and diverse Britain, valuing our community and celebrating diversity in the UK. There are five British Values:

Democracy

The right to an opinion. A culture built on freedom and equality, where everyone is aware of rights and responsibilities.

The rule of law

No person is above the law. The law protects everyone from unfair treatment and ensuring persons are considered innocent until proven guilty.

Mutual respect and tolerance of different faiths and beliefs

Mutual respect: Showing respect for other peoples thoughts and feelings. Treating others how we would want to be treated, respecting one another and working together. Tolerance of different faiths and beliefs: Respecting all backgrounds, values, customs, and beliefs. Respecting people regardless of characteristics. Allowing people to have choices of their religion and beliefs.

Individual liberty

Freedom of speech: allowing people to have opinions and views. Protection of your rights and of others you work with.

British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society where society can feel safe and valued and can contribute to the good of themselves and others.

Equality and Diversity

The Equality Act 2010 protects everyone in Britain from discrimination, harassment, and victimisation.

Equality means to be free from discrimination, with the aim for no individual or group to receive treatment less favourable by virtue of characteristics. Therefore, ensuring all people have equal access to goods, services, facilities, premises and employment.

Diversity means “varied and different”, valuing variety and recognising individual and group differences. Diversity is about capitalising on what makes us different and encouraging an environment of respect and understanding.

Key Policies, including:

Health, Safety and Welfare, Safeguarding and Prevent, Equality, Diversity and Inclusion, including our Respect Policy can be found online www.logistics.org.uk/apprenticeships. You can also request policies by emailing apprenticeships@logistics.co.uk



Appeals Procedure

All apprentices have the right to appeal if dissatisfied with an assessment decision. There are several formal stages in the appeals procedure, and each stage must be exhausted before proceeding to the next one:

Stage one

If an apprentice is dissatisfied with an assessment decision or feedback, the apprentice should initially raise this appeal directly with the tutor who has carried out the assessment. The initial appeal should be raised within 10 working days.

This appeal must be in writing and clearly indicate the following:

- The points of your disagreement and your reasons.
- The evidence within your portfolio that is believed to meet the performance criteria requirements for claiming competence.

Stage two

If the apprentice remains unsatisfied with the outcome of the Stage 1 Appeal, they can then appeal to the Quality Assurance department within 10 working days. The appeal must be in writing, and the comments in stage one do not need to be repeated in stage 2. Stage one information and documentation will have been submitted to the quality team from the tutor.

Stage three

Before proceeding to Stage three, the apprentice must have exhausted stages one and two. Within stage three, an independent appointed person within Logistics UK will review the appeal.

Escalation Process

If you are still dissatisfied, Logistics UK will advise you of the escalation route depending on the awarding organisation.

*The following list of Qualification Regulators is provided as additional guidance:

- SCQF qualifications – SQA Accreditation
- RQF qualifications:
 - Delivered in Wales – Qualifications Wales
 - Delivered in Northern Ireland – CCEA Regulation
 - Delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

Complainants also have the option to contact the Apprenticeship Helpline. See below for contact details.

nationalhelpdesk@apprenticeships.gov.uk

Telephone: 0800 0150400 hrs of business: 8am–10pm, 7 days a week.

Complaints Policy

At Logistics UK, we ensure that our core values take priority when dealing with complaints. We commit to dealing with all complaints effectively and consistently strive to improve the quality of the provision.

All complaints/concerns raised will be investigated and logged within the NCCI (Non-Conformity and Continuous Improvement) portal and investigated as part of quality improvement practices.

Process

Stage one

If an apprentice or employer is unhappy with any aspect of the apprenticeship, the initial concern should be raised with the apprentice's tutor. If a satisfactory agreement can't be reached, please contact TrainingQA@logistics.org.uk detailing your complaint. Quality Assurance will acknowledge your complaint. Your complaint, at this point, enters stage two.

The Safeguarding and Prevent Policy must be referred to if the complainant raises any Safeguarding concerns.

Stage two

A quality assurance team member will work with the relevant stakeholders to investigate and reply to a complaint within 10 working days.

Stage three

If the complainant is not satisfied with the outcome of the investigation, they can appeal, and the complaint will be passed on to a senior leadership team member. There will be an additional 10 working days for investigation.

Complainants also have the option to contact the Apprenticeship Helpline. See below for contact details.

nationalhelpdesk@apprenticeships.gov.uk

Telephone: 08000 150 400. Hours of business: 8am–10pm, 7 days a week.

Key sources of information

Apprenticeships – Gov

<https://www.apprenticeships.gov.uk/>

Ifate – Institute for Apprenticeships and Technical Education

Employer information

<https://www.instituteforapprenticeships.org/employers/>

Occupational maps

View occupational maps to help employers understand progression routes and how occupational at different levels link together.

<https://occupational-maps.instituteforapprenticeships.org/>

Developing Apprenticeships employers

<https://www.instituteforapprenticeships.org/developing-new-apprenticeships/developing-new-apprenticeship-overview/>

National Careers Service

<https://nationalcareers.service.gov.uk/>

Key contacts

Head Office (Tunbridge Wells)

Tel: 01892 526171

Email: apprenticeships@logistics.org.uk

Safeguarding, Prevent and Welfare

Tel: 07818 450370

Email: safeguarding@logistics.org.uk

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*Calls may be recorded for training purposes

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