



Herefordshire,  
Ludlow & North  
Shropshire College



County Training  
part of Herefordshire, Ludlow  
& North Shropshire College



HLNSC  
Apprenticeships



2023/24

Employer Apprenticeship Handbook

# Introduction

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Thank you for considering taking on an apprentice via Herefordshire, Ludlow & North Shropshire College (HLNSC), including County Training. We offer a wide range of apprenticeships across many different occupational areas and sectors and we can help you to get the most out of your investment and train your apprentice to national standards, helping them to become a productive member of your workforce.

This employer guide takes you through what an apprenticeship is, how you can recruit and take on an apprentice through us, and what is involved in training and supporting an apprentice through to successful completion and beyond.

## Why an Apprenticeship?

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All employers can access the apprenticeship training scheme to train both new and existing employees, and government funding is available to support apprentice training for all employers.

There's a wide range of available apprenticeships to choose from, and each apprenticeship will cover a breadth of skills, so you can be sure that your chosen apprenticeship will suit your business needs.

By choosing to engage with the apprenticeship programme, you can develop a 'grow your own' approach which will enable young people in particular to flourish and develop into valuable members of your business, and provide you with a skilled workforce who are the managers and leaders of the future.

### Economic benefit

Employers use apprenticeships to attract new talent, re-skill existing staff and tackle skills shortages. Apprenticeships are available to businesses of all sizes and from all sectors.

Hiring apprentices is a productive and effective way for businesses to grow their own talent by developing a motivated, skilled and qualified workforce.

### Improve your bottom line

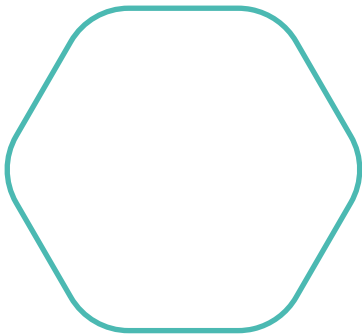
Apprenticeships deliver real returns to your bottom line, helping to improve productivity and competitiveness. Training apprentices can also be more cost effective than hiring skilled staff, leading to lower training and recruitment costs.

### Fill your skills gaps

Apprenticeships deliver skills designed around your business needs, providing the skilled workers you need for the future. They also help you develop the specialist skills you need to keep pace with the latest technology and working practices in your sector.

### Motivate your workshop

Apprentices tend to be eager, motivated, flexible and loyal to the company that invested in them. Remember, an apprentice is with you because they want to be - they have made an active choice to learn on the job and to commit to a specific career.



# What is an Apprenticeship?

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An apprenticeship is a paid job with an accompanying skills development programme which allows the apprentice to gain technical knowledge and real practical experience through a mix of learning in the workplace, formal 'off-the-job' training and the opportunity to practise and embed new skills in a real work context.

Apprenticeships have been designed by employers to meet employers' needs for a particular sector or job role. Each apprenticeship defines the skills, knowledge, behaviours and formal qualifications that the apprentice needs to acquire in order to become competent in their chosen field, and to be awarded the status of fully qualified apprentice.

# What Apprenticeships are available?

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The full range of apprenticeships that are available can be found on the Institute for Apprenticeships and Technical Education's website, [instituteforapprenticeships.org/apprenticeship-standards](https://www.instituteforapprenticeships.org/apprenticeship-standards).

The range of apprenticeships we offer at the college can be found in our Apprenticeships Prospectus and on our website [hlnc.ac.uk](https://www.hlnc.ac.uk).

Information on **Apprenticeship Standards** can be found later on in this handbook.



# What levels of Apprenticeship are available?

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There are three levels of apprenticeships available for those aged 16 and over, dependent on the level and responsibility of the job role.

## Level 2 Apprenticeships (equivalent to five good GCSE passes)

Level 2 apprenticeships involve the development and assessment of skills and knowledge at Level 2 (relevant to the occupational sector or job role), and as defined by the Apprenticeship Standard (see page 4). Achievement of a Level 2 apprenticeship may allow progression to Level 3. To start a Level 2 apprenticeship, you should ideally have 5 GCSEs (grade E/grade 2 or above).

## Level 3 Apprenticeships (equivalent to two A Level passes)

Level 3 apprenticeships involve the development and assessment of skills and knowledge at Level 3 (relevant to the occupational sector or job role), and as defined by the Apprenticeship Standard. Achievement of a Level 3 apprenticeship may allow progression onto a higher or degree apprenticeship.

To start a Level 3 apprenticeship, you should ideally have five good GCSEs (grade C/grade 4 or above) or have completed a Level 2 apprenticeship.

## Higher & Degree Apprenticeships

Higher & degree apprenticeships involve the development and assessment of skills and knowledge at Level 4 or above (relevant to the occupational sector or job role), and as defined by the Apprenticeship Standard. Higher apprenticeships at Level 4 and 5 can allow progression on to university degrees, and degree apprenticeships are also now becoming widely available in most sectors. To start a higher or degree apprenticeship, you should ideally have a relevant Level 3 vocational qualification or three good A Levels or have completed a relevant Level 3 apprenticeship.

# How long is an Apprenticeship?

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The minimum length of an apprenticeship is 12 months, but some apprenticeships will be designed to last two, three or four years. This will depend on the Apprenticeship Standard being followed, the level of apprenticeship, the specific occupational area/sector and the prior skill levels and achievements.

We will advise you on the requirements for your particular sector.

# How do I access the funding for Apprenticeship training?

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All employers must now register with the government's **Apprenticeship Service** in order to set up an account and access funding for apprenticeship training – even those employers who do not have to make a financial contribution, or who are not levy payers.

The college can set up and manage your Apprenticeship Service account on your behalf if you give us permission to do so.

Please see our separate “Creating your Digital Apprenticeship Service (DAS) Account” guide, which can be downloaded from our website at: [hlnc.ac.uk/apprenticeships](http://hlnc.ac.uk/apprenticeships)

## What are the costs and incentives associated with an Apprenticeship?

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All current Apprenticeship Standards have been allocated to a particular funding band, which identifies the maximum level of government funding available for that particular Standard.

Some employers may need to make a financial contribution towards the cost of training an apprentice, and this will depend on the individual circumstances of the apprentice and on the size of your business. Only apprentices whose workplace and main place of employment (50% or more) is in England will be eligible for funding purposes.

### For small employers

You are a small employer if you employ less than 50 people.

If you recruit an apprentice who is 18 or under at the start of their apprenticeship, or an apprentice who is aged 19 to 24 who has previously been in care or who has a Local Authority Education, Health & Care Plan (EHCP) then you will not have to pay anything towards the cost of apprenticeship training. Furthermore, you will receive £1,000 from the government to help towards your additional costs in supporting that apprentice, paid in equal instalments after 90 days and 365 days.

If you recruit an apprentice who is 19 years of age or over at the start of their apprenticeship, and who is not a care leaver or subject to an EHCP, then you will be required to pay 5% of the cost of the training, based on the relevant funding band that the Apprenticeship Standard has been allocated to. The government will cover the remaining 95% of the training costs.

## For medium sized employers

You are a medium sized employer if you employ 50 or more people and your total annual wage bill is less than £3m.

You will be required to pay 5% of the cost of the training for the apprentice, regardless of their age, based on the relevant funding band that the Apprenticeship Standard has been allocated to. The government will cover the remaining 95% of the training costs.

However, if you recruit an apprentice who is 18 or under at the start of their apprenticeship, or an apprentice who is aged 19 to 24 who has previously been in care or who has a Local Authority Education, Health & Care Plan (EHCP) then you will receive £1,000 from the government to help towards your additional costs in supporting that apprentice, paid in equal instalments after 90 days and 365 days. This £1,000 can be used to offset your initial 5% contribution.

## For large employers

You are a large employer if your annual wage bill is greater than £3m.

As a large employer you will pay the apprenticeship levy, regardless of whether or not you take on any apprentices. The levy is calculated as 0.5% of that part of your annual wage bill that is over £3m. Your annual wage bill for levy purposes is calculated based only on those employees with an English home postcode. The levy is paid through the PAYE system and the monies are deposited into an online digital account known as the Apprenticeship Service, and can be used to pay for some or all of the costs of training.

As a large employer, you will be required to pay 100% of the cost of training for the apprentice, regardless of their age, based on the relevant funding band that the Apprenticeship Standard has been allocated to.

However, if you recruit an apprentice who is 18 or under at the start of their apprenticeship, or an apprentice who is aged 19 to 24 who has previously been in care or who has a Local Authority Education, Health & Care Plan (EHCP) then you will receive £1,000 from the government to help towards your additional costs in supporting that apprentice, paid in equal instalments after 90 days and 365 days. This £1,000 can be used to offset your initial 100% contribution.

This standard incentive payment is paid direct to the college for us to pass on to you, therefore [you do not need to apply for the standard incentive payment through the Apprenticeship Service.](#)

# What is in an Apprenticeship Standard?

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Apprenticeships Standards have been written and approved by employers in your sector and are designed to ensure that the skills and knowledge that you require as part of the apprentice's training programme are met.

Each Apprenticeship Standard defines the skills, knowledge and behaviours required for that particular job role or occupation, and each Standard is accompanied by an Assessment Plan, which details how the apprentice will be assessed against the Standard.

If you would like to find out more about the Apprenticeship Standards currently available for your sector or business then you can visit; [instituteofapprenticeships.org/apprenticeship-standards](https://instituteofapprenticeships.org/apprenticeship-standards), where you can search for and download the relevant Standard and Assessment Plan.

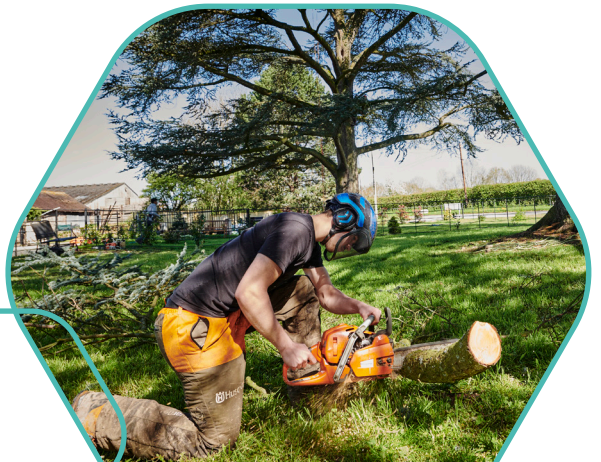
The range of apprenticeships we offer at the college can be found in our Apprenticeships Prospectus, or alternatively you can get in touch with our Employer Engagement Team using the contact details provided at the end of this guide.

Apprenticeship Standards can be quite different from each other. For example, some specify the achievement of mandatory qualifications, whilst others do not require the achievement of formal qualifications.

However, all Standards will contain the following:

## 1. Skills & Competencies

The Standard will define the range of skills and competencies that the apprentice will need to practice and acquire in order to do the job to a specified standard. These skills are largely acquired and practised in the workplace and the college will allocate an assessor, who has the relevant industry experience and background, to carry out formal or informal assessment of their skills and provide them feedback.





## 2. Knowledge & Understanding

The Standard will define the knowledge and understanding that the apprentice will need to acquire and apply in order to carry out their role effectively and become occupationally competent.

## 3. Behaviours

The Standard will define the behaviours that the apprentice will need to demonstrate in order to become occupationally competent. This may include behaviours such as good attendance and punctuality, good communication, problem solving or customer service skills etc.

## 4. Maths and English

Virtually all Standards require apprentices to achieve qualifications in English and maths prior to the end of their apprenticeship.

Apprentices without prior qualifications in English and maths at Level 2 (e.g. GCSEs at grade C/ grade 4 or above) will be required to study these subjects as part of their apprenticeship.

English and maths Functional Skills are practical, applied literacy and numeracy qualifications, relevant to both young people and adult learners. They will help them to develop and apply important skills such as communication, analytical and presentational skills.

Functional Skills are assessed by examination and normally require the apprentice to attend college for half a day each week, per subject, until such time as they have passed. Regular test windows are available throughout the academic year.

## 5. End Point Assessment

Each Standard has a detailed assessment plan that sets out how the apprentice will be assessed against each of the above elements of their apprenticeship.

Some Standards may require the achievement of formal and recognised qualifications as part of the Standard. Other Standards may require the apprentice to pass formal skills and knowledge assessments at certain points in their apprenticeship before they can move on to the next stage, and these are known as Gateway Assessments.

The range and type of assessment methods vary significantly between Standards, but all Standards will contain an end point assessment. The end point assessment takes place at the end of the apprenticeship and is designed to assess the apprentice against all elements of the apprenticeship; skills, knowledge and behaviours. The end point assessment is carried out by an independent end point assessment organisation, and it will typically be spread out over a number of days.

The apprentice needs to pass the end point assessment in order to become a fully qualified apprentice.

The assessment methods employed to assess the apprentice throughout and/or at the end of their apprenticeship could be one or more of the following;

Portfolio/Log-Book	Written or online knowledge tests
Observations	Practical Test/Assessments
Presentations	Projects
Assignments	Interview/viva/professional discussion

The college reserves the right to charge the employer for any Awarding Organisation fees relating to exam resits or End-Point Assessment re-sits that are required to complete the Apprenticeship Programme.

## How do I recruit an apprentice?

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There are some key elements to consider before you recruit an apprentice.

Firstly, ensure your business has a belief in apprenticeships and their worth and be prepared to invest your time in them.

Secondly, spend time looking at roles that might be suitable for apprentices. You may have existing roles that you could develop into apprenticeships for example, or a certain facet of the business that is growing and needs support in developing.

You can recruit an apprentice as you would normally recruit any new member of staff, via advertising and word of mouth. Or you can sign up an existing member of your workforce onto an apprenticeship programme with us.

Alternatively, you can get in touch with us – we can help you save time and resources in finding the right person. We have access to a wide range of schools in the area as well as a large number of students who are currently studying at college on a range of full-time and vocational courses. We also receive high volumes of applications each year from young people who are interested in securing an apprenticeship opportunity through the college. We can help you match the apprenticeship vacancy you have in mind with the right candidate.

You can ask the college to advertise your apprenticeship vacancies on our website or you can ask us to advertise by using the government's 'recruit an apprentice' service ([apprenticeships.gov.uk](https://www.apprenticeships.gov.uk))

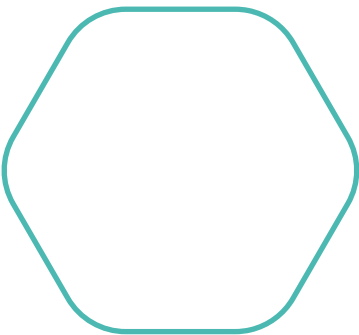
All applicants, whether referred to the College by yourself or recruited on your behalf by the College, are interviewed by us to ensure that the apprentice is placed onto the right apprenticeship, at the right level and that any prior experience or knowledge is taken into account.

As part of the interview with us, would-be apprentices are required to undertake initial assessment tests in English and maths. There is no 'pass' or 'fail' with these tests - the purpose is to highlight those apprentices who may need additional support for English or maths to help them achieve their apprenticeship.

Most school leavers at 16, 17 and 18 years will be ready and available to start with you from August each year.

The recruitment cycle for apprentices from the pool of college students starts as early as January each year for an August to September start. In some occupational areas, apprentices can be recruited to start all year round.

The final decision about who to take on as an apprentice rests with the employer.



# What can I expect from the college?

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We aim to provide a professional service to you, the employer, from the start to completion of the apprenticeship. This service covers the following at each stage:

## Prior to the start of the apprenticeship

- Advice and guidance on the most appropriate training programme for your business to suit your business needs
- Help and advice on planning workplace training and learning activities
- Clear information on content, duration, assessment requirements and costs
- A recruitment and selection process that matches your requirements with the right applicants- for your business
- Help and advice on planning workplace training and learning activities
- Initial assessment, advice and guidance for each apprentice and identification of additional support needs for any apprentices with disabilities or learning difficulties
- Advice and guidance on any health and safety, equality and diversity and safeguarding requirements. See the next section, 'What are my responsibilities as an employer?' for further details
- An initial health and safety risk assessment for the workplace to ensure the apprentice is being placed in a healthy and safe environment. This is based on an assessment of your existing health and safety policies and practices
- Issue of a College-Employer Contract, an Apprenticeship Agreement and a Training Plan, signed by all parties, which sets out the roles and responsibilities on all sides
- Issue of an agreed schedule of payments, where applicable, which sets out what the employer will pay and when

## At the start of the training programme

- An induction for the apprentice into the apprenticeship programme, including an induction into any college-based training programmes
- The production of a Training Plan that sets out the requirements of the apprenticeship, including a training and assessment plan which identifies the time spent at work in on-the-job training and time spent away from work in off-the-job training

## During the training programme

- The delivery of a high quality training programme, taking into account your business needs and the apprentice's abilities
- A professional and highly competent delivery and assessment team with relevant vocational expertise
- Regular progress reviews (at least every 12 weeks) to review the progress of the apprentice at work and at college, and to set targets for the next period. The progress review will also monitor any concerns and issues in respect of health and safety, equality and diversity, and safeguarding. See the next section, 'What are my responsibilities as an employer?' for further details
- Regular formal or informal assessment of the apprentice's knowledge and skills based on industry standards. Assessment can take one or more of the following forms:

**Observation:** Direct observation of the apprentice performing a task to required standards in the workplace or in college.

**Portfolio:** A portfolio containing evidence of tasks completed, consisting of job write-ups, photos, witness statements etc. These will be assessed against the relevant standards by the college appointed assessor.

**Questioning:** Knowledge and understanding may be assessed via on-the-job or off-the-job questioning by the assessor or by written questions and answers.

**Assignments and exams:** Apprentices may also be required to produce assignments or to sit internally or externally set exams in order to evidence knowledge and understanding.

- These are the most common assessment methodologies for any college-based qualifications and for Functional Skills
- We will carry out a formal survey of all apprentices once a year in order to get feedback on how we as a college are doing.

## At the end of the training programme

- At the end of the formal training period, an End Point Assessment will be carried out by an independent End Point Assessment Organisation
- Certification of any qualifications achieved, including the End Point Assessment, and the issue of the apprenticeship completion certificate
- Further evaluation of future training needs on request

# What are my responsibilities as an employer?

In taking on and supporting an apprentice there are certain obligations that you need to be aware of, much of which, as an employer, you will already be familiar with:

## Employment and working hours

- You will need to pay the apprentice a wage that must be at least the national minimum wage for apprentices, which is dependent on age, set by government and reviewed annually. Many employers choose to pay significantly above the apprentice minimum wage in order to secure and retain the best apprentices. The current minimum wage for apprentices can be found under: [gov.uk/national-minimum-wage-rates](https://gov.uk/national-minimum-wage-rates)
- It is strongly recommended that apprentices also receive incremental rises based on competence, achievement and productivity to your business
- The apprentice must have a contract of employment with you and receive a pay slip, or other evidence of payment. They must have a contract of employment that covers at least the duration of the apprenticeship, including End Point Assessment
- There are no minimum working hours stipulated for apprentices, but if the apprentice works less than 30 hours a week on average, the normal duration of the apprenticeship will be extended proportionately to reflect the lower weekly working hours. Contractual and paid working hours must include time spent in off-the-job training, including for English and maths where applicable
- Apprentices are entitled to paid holidays from their first day of employment. The minimum statutory entitlement is currently 20 days annually plus bank holidays (based on 1.0 FTE). Where possible, holidays should not be taken during college term-time or other planned delivery dates, as this may compromise the apprentice's progress and achievement. Holiday pay must be accrued in accordance with the terms of contract with the apprentice
- Rules around apprentice pay and conditions can be found at: [gov.uk](https://gov.uk)
- You will need to allow for monitoring and assessment visits from us at least every 12 weeks, which will involve you as the employer as well as the apprentice. These will typically last one to two hours



- You will need to support and enable your apprentice to spend a minimum of 278 hours per year of their normal contracted hours engaged in 'off-the-job' activities and learning, away from the immediate pressures of the workplace. See the section below for further information about off-the-job training requirements
- If special protective equipment, or safety equipment is necessary, then you must provide this free of charge to the apprentice

### Releasing for off-the-job training and progress reviews

You will need to support and enable your apprentice to spend a minimum of 278 hours per calendar year of their normal contracted hours engaged in 'off the job' activities and learning, away from the immediate pressures of the workplace.

Off-the-job training is training received by the apprentice, during the apprentice's paid hours, for the purpose of achieving their apprenticeship. It is not training delivered for the sole purpose of enabling the apprentice to perform the work for which they have been employed. It can include training or other learning activities that are delivered at the apprentice's normal place of work and can include the following:

- Workplace Induction
- Workplace shadowing
- Workplace mentoring
- Workplace training
- Industry visits / conferences / seminars
- Assignment / portfolio writing
- Online learning activities
- Revision for exams and assessments

In many cases, apprentices will be required to attend college in order to gain certain skills and undertake assessments, and such attendance will also count towards the off-the-job training requirements. To ensure that they make a success of their apprenticeship they will need to be released on the agreed days or times and the College very much appreciates your support in making sure that attendance is as high as possible.

Off-the-job training that takes place at college normally takes the form of day or block release to develop the apprentice's knowledge and understanding and/or practical skills, or to study for any formal qualifications that are specified as part of the apprenticeship.

Depending on individual requirements, the apprentice may also be required to attend college in order to complete their functional skills qualifications as part of their apprenticeship. This is in addition to the minimum annualised 278 hours of off-the-job training. Functional Skills are assessed by examination and will require the apprentice to attend lessons at college for half a day each week per subject, until such time as they have passed. Face-to-face and on-line tuition options are available. Regular test windows are also available throughout the academic year.

The attendance requirements for any college based off-the-job training will be made explicit within the apprentice's Training Plan at the start of the apprenticeship.

The employer will also be required to release the apprentice to attend the progress reviews that are carried out by the college assessor, and wherever possible, the employer, work supervisor or mentor should be present at these reviews in order to better support the apprentice's progress - to identify and discuss any areas of concern or good practice and to be involved in the setting of targets.

The college also reserves the right to charge the employer for costs incurred if the apprentice fails to attend scheduled appointments such as workplace assessments and progress reviews.

The college will inform the employer at the earliest opportunity of any issues relating to the attendance, punctuality or behaviour of the apprentice whilst at college.

## **Mentoring**

Providing your apprentice with a mentor is a requirement for some of the new Apprenticeship Standards and optional for others, but we strongly recommend it as it has many positive outcomes. The mentor provides apprentices with a role model and lets them see, first-hand, the level and professionalism they should aspire to.

Statistically speaking, apprentices who have a mentor, have higher rates of retention and achievement.

## **Providing learning opportunities and supporting skills development**

To demonstrate competency in the workplace, which is a core component of the training programme, the apprentice may be required to collect evidence to demonstrate that they are competent in a range of different activities and skills. As part of the apprenticeship recruitment process, we will advise the employer on the range of tasks and activities that the apprentice will need to undertake in order to develop their skills and check that the employer has the range and scope of work available to evidence this.

Each apprentice is allocated a college assessor who will discuss and agree the best way of providing this evidence to achieve the national standards. This will involve identifying naturally occurring opportunities to practise and demonstrate skills in the workplace or organising activities specifically to demonstrate particular skills.



Having planned the apprentice's training programme we will work with the employer to deliver the training required to develop the apprentice's skills and help them achieve their apprenticeship.

Much of the training will take place within the workplace itself. This will typically involve apprentices developing their skills through observing others performing activities, practising themselves and learning from their peers and more senior colleagues. The more learning opportunities that you can provide, the greater range of skills the apprentice is likely to acquire, which will be of benefit to your business.

You may also wish to consider giving the apprentice projects to undertake, or to support them in attending formal training sessions in the workplace that will develop their skills and knowledge even further.

Some employers allow the apprentice time at work to complete college-based assignments, job write-ups or portfolio-building activities, although it is not mandatory to provide this time, unless it is an agreed part of the off-the-job training.

Wherever possible, the employer, work supervisor or mentor should be present at the regular apprentice progress reviews carried out by the college assessor in order to better support the progress of the apprentice, to identify and discuss any areas of concern or of good practice and to be involved in the setting of targets.

## Health & Safety

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All employers should take the necessary steps to ensure the health, safety and welfare of all persons participating in an apprenticeship are of the same standard as that required in relation to any of its employees under current and relevant Health & Safety legislation in Great Britain. Basic health and safety documentation and safety arrangements should be in place and monitored.

These include Employers' Liability Insurance and other relevant insurances (e.g. motor vehicle insurance), accident book and reporting procedures, first aid facilities, fire precautions and, where appropriate, risk assessments and safety policies.

If special protective equipment or safety equipment is necessary, then it must be provided free of charge to the apprentice.

Apprentices must receive a full workplace induction, covering subjects such as health and safety, fire procedures, sickness, holidays and complaints.

# Equality & Diversity

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The law requires that you, as an employer, comply with current equality legislation and not discriminate under the 'protected characteristics' of sex, disability, marital status, race (including national or ethnic origins), sexual orientation, gender reassignment, marriage or civil partnership, religion or belief, age, pregnancy/maternity and ex-offenders with a spent crime.

Employers should ensure that apprentices are given the opportunity to join a recognised union for which they may be eligible under that union's rules.

All employers are required to have a policy/complaints procedure for harassment.

# Safeguarding & Prevent

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Safeguarding apprentices both at work and at college is important to us. Safeguarding means:

- The promotion of health and development
- Ensuring safety and care
- Ensuring they are offered the best life chances
- Protection from abuse and neglect
- Prevention of bullying and harassment
- Protection from radicalisation and terrorist ideology

The term 'safeguarding' relates to both children and vulnerable adults. Safeguarding encompasses the apprentice's health and safety, welfare and well-being. The prevention against exposure to terrorism and extremist views applies to all, regardless of age or background. We will monitor and respond as appropriate to any safeguarding concern raised or brought to our attention by either the employer, the apprentice or a third party.

More information about safeguarding and our safeguarding policy can be found on our website: [hlnc.ac.uk/student-services/safeguarding](http://hlnc.ac.uk/student-services/safeguarding)

If you have any concerns about apprentices safety, well-being or rights then please contact:

- Your contact at the College (i.e. college assessor or member of teaching staff)
- The College's Safeguarding Manager and Deputy Designated Safeguarding Lead, Nicola Butler  
Tel: 01432 365523 or 07790 833601. Email: [n.butler@hlnc.ac.uk](mailto:n.butler@hlnc.ac.uk)
- The College's Designated Senior Safeguarding Lead, Bev Jackson Tel: 07962 609734.  
email: [b.jackson@hlnc.ac.uk](mailto:b.jackson@hlnc.ac.uk)

On our website you can find the contact details for all staff who work within the Safeguarding support HUBs across the colleges, please support your apprentice to book an appointment with the team via Nicola Butler. If you have concerns about someone's safety or about their involvement in extremism or terrorist activity contact:

- The College's Designated Senior Safeguarding Lead (DSL), Bev Jackson Tel: 07962 609734. Email: [b.jackson@hlnc.ac.uk](mailto:b.jackson@hlnc.ac.uk)
- The College's Safeguarding Manager and Deputy DSL, Nicola Butler Tel: 01432 365523 or 07790 833601. Email: [n.butler@hlnc.ac.uk](mailto:n.butler@hlnc.ac.uk)
- West Mercia Police on 999 for emergencies or FGM reporting, or the antiterrorist hotline on 0800 789 321, in confidence, to share your concerns with specially trained officers

For apprentices wishing to access independent or 24/7 out-of-hours support they can contact our support service Health Assured on 0800 028 3766.

## Complaints & Issues

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If you should have cause for complaint or wish to raise a concern with us then you should speak with the college assessor or a member of our college Employer Engagement Team in the first instance, who will do their best to deal with the issue or else refer it on to their manager for follow up. If you are still not satisfied then you can follow the college's complaints procedure which can be found on our website - ([hlnc.ac.uk](http://hlnc.ac.uk)) [Students-Complaints-Procedures.pdf](#)

## Further Benefits

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We hope that you will consider taking on an apprentice in order to benefit your business and support the skills development of your current and future workforce.

If you want to find out more or wish to talk to someone in our Employer Engagement Team at the College then please do not hesitate to contact us.



County Training  
part of Herefordshire, Ludlow  
& North Shropshire College



HLNSC  
Apprenticeships

## HLNSC Apprenticeships

Herefordshire, Ludlow & North Shropshire College, Folly Lane, Hereford, HR1 1LS

## County Training Apprenticeships

The Gateway Adult & Community Education Centre, Chester Street, Shrewsbury, SY1 1NB

T: 01432 365 322

E: [apprenticeships@hlnc.ac.uk](mailto:apprenticeships@hlnc.ac.uk)

W: [hlnc.ac.uk](http://hlnc.ac.uk)