



TSP Learn Apprenticeship FAQ's

Q. Who are TSP Learn?

A. The TSP in TSP Learn stands for The Skills Partnership Ltd. We've been an approved Apprenticeship training provider for over 13 years. We have achieved the Union Learn quality provider kite mark, we were Ofsted inspected in Feb 2016 and once again achieved a Grade 2 'Good' grade across our entire provision. We have achieved the Matrix Standard (Information Advice and Guidance quality kitemark) and our employer and learner feedback scores (based on national Ipsos Mori data) is consistently over 9/10 in the overall satisfaction rating category.

Q. If someone is over 24, aren't they too old to be an Apprentice?

A. No! TSP Learn support adult apprentices in the work place who are developing skills for new responsibilities or taking on new job roles.

Q. Will an existing employee's contract change if they join an Apprenticeship course?

A. No. The employee and their line manager will sign an Apprenticeship Agreement and Commitment Statement which agrees to let the employee train on the programme and candidates will usually continue working under their existing contract, terms and conditions.

Q. If someone has got a degree or a higher level qualification. Can they do an Apprenticeship?

A. Yes. As long as they don't already have the same or a higher qualification or level of experience in the subject area. We work with candidates to confirm their suitability for each Apprenticeship.

Q. If someone's English isn't very good. Can they do an Apprenticeship?

A. Maybe. We will undertake an English 'skillchecker' with all staff to make sure that they're able to work toward a level 1 or level 2 English qualification. We also provide extra support if a candidate struggles with reading, writing, maths or IT. If they're not quite ready for this yet, we may recommend another pre-Apprenticeship course, in English for Speakers of Other Languages for example.

Q. How many hours do employees need to be working to do an Apprenticeship?

A. Normally people who undertake an Apprenticeship course would be working full-time weekly hours (30hrs or more) if they wish to complete within 12-14 months but there is some flexibility. The course becomes substantially longer, and can be difficult for employers to accommodate if working hours are under 20hrs per week.

Q. How will an Apprentice learn if they do not going to a college on day release every week?

A. Traditional day or half-day release to a college doesn't happen on our courses, but Apprentices will still find that on a weekly basis they are involved in learning in a variety of ways. We call this blended learning, a mixture of learning that includes both face to face tutorials and remote/online/on-demand learning.

We adapt their learning to suit their preferred learning style within an overall structured programme of tutorial support, guided learning activities and workshops.

Our tutors break down the overall learning outcomes into a series of bite sized chunks that learners complete each week detailed in their individual learning plan and assessment plans. This builds toward completing each of their Apprenticeship component parts.

Q. What happens after they apply to join a course?

A. Managers and learners will receive a further Information Advice and Guidance (IAG) call from our IAG Manager to check they have definitely chosen the right course and to arrange their induction session.

Q. How long is it and how often will an Apprentice see their tutor?

A. Most courses last 12-18 months. There is a monthly one-to-one tutorial arranged with each Apprentice, this happens face to face or using a computer, tablet or smart phone.

Q. Is there 'homework'?

A. It is expected that most learning takes place in working hours. Apprentices will be given a learning journal to keep up to date with details of both the on and off the job activities that they do in work that relate to their chosen subject. There are work related questions to answer, activities to undertake within their job role, questions that check their learning and knowledge of the subject they've chosen. We recommend that Apprentices set themselves an amount of time either daily and/or weekly to look through their workbooks and try our online resources to prepare for their next tutorial. This type of activity which could equate to

c. 1.5hrs each day within working hours, ensures that they will keep on top of the course.

Q. What will they get at the end?

A. A full Apprenticeship certificate and also certificates for any individual Certificate or Diplomas that they have completed within the course. This looks great on a CV and is nationally recognised and accredited.

Apprenticeship Delivery Model FAQ's

A full Learning Journey route map and plan is agreed with each individual, but here's an overview of how candidates will work through their courses.

Induction

- This can vary in length but will usually be a 3 hour session.
- This takes place at work, during working hours and is arranged at a time convenient for the Apprentice and their line manager.

Tutorials

- Tutorials will usually be booked to take place every 2-4 weeks.
- We visit Apprentices at work to do these appointments and arrange them at a time convenient for them and their line manager.
- Each tutorial time will be flexible, based on an individual's availability but would usually have a minimum duration of 2 hours, with some may last up to 4.
- These must be undertaken during working hours.
- Tutorials (in addition to pastoral, welfare/safeguarding/anti-terrorism/British values elements) will always include a structured teaching and learning element, a feedback and planning element and often an assessment element.

Online Workshops and Learning Resources

- In addition to tutorial time, Apprentices will be invited to take part in workshops. These are offered as online workshops with assessments.
- Tutors will direct Apprentices as to how to access online content (or hard copy workshop materials if required) and how to be supported and receive feedback.
- Workshop content varies by subject area, but an Apprentice may expect to access some workshop content during each month and each of these has an allocation of hours per workshop (typically 2-4hrs) to work through fully.

Off the Job Training (OJT) Activities

- 'Off-the-job training' (OJT) is defined as activities that reinforce practical, work-based learning with technical and theoretical learning. It must comprise of activities and learning that will increase the apprentice's skills, competence and their ability to perform within their workplace. Please see our full TSP Learn guide to OJT and the 20% rule.
- At the end of the course, the tutor will alert the Apprentice that they have successfully completed all the required elements and will claim certificates.
- We usually hold a celebratory event where we bring together groups of learners who are completing around the same time.
- Tutors will also advise if there is a further suitable course to progress onto.
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