

Employee Rights and Responsibilities (ERR) Workbook

Gas
Power
Sustainable Resource Management
Water

Contents

| | | |
|-----------|---|-----------|
| | Background | 3 |
| | Guidance for employers and providers | 3 |
| | Welcome Apprentice | 4 |
| | | |
| 1 | Statutory rights and responsibilities | 5 |
| 1.1 | Responsibilities and duties of employers | 5 |
| 1.2 | Working hours, sickness absence and pay, holiday entitlements and maternity/parental leave | 7 |
| 1.3 | Anti-discrimination | 9 |
| 1.4 | Data protection | 10 |
| 1.5 | Health and safety at work | 11 |
| | | |
| 2 | Procedures and documentation within your organisation | 12 |
| 2.1 | Contracts of employment | 12 |
| 2.2 | Working hours, sickness absence and pay, holiday entitlements and maternity/parental leave | 13 |
| 2.3 | Data protection | 14 |
| 2.4 | Health and safety at work | 15 |
| | | |
| 3 | Sources of information and advice about employment rights and responsibilities | 17 |
| | | |
| 4 | Your organisation and industry | 18 |
| | | |
| 5 | Types of career pathways | 20 |
| | | |
| 6 | Representative bodies relevant to you and your organisation | 21 |
| | | |
| 7 | Know where to get information and advice on your industry, occupation, learning and development and career | 22 |
| | | |
| 8 | Know and work within the organisation's principles and codes of practice | 23 |
| | | |
| 9 | Recognise issues of public concern affecting your organisation and industry and form a view on these | 24 |
| | | |
| 10 | Evidence record check list | 25 |
| | | |
| 11 | Useful addresses and web-sites | 28 |
| | | |
| 12 | Glossary of terms you might find in Apprenticeships | 30 |
| | | |
| 13 | What to do next | 34 |
| | | |
| 14 | ERR workbook sign off form | 35 |

Background

All apprentices need to know about their organisation, the sector and industry they work in and the impact their sector has on the environment. They should know that employers and employees have a range of statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation. They also need to know about and understand the range of sources of information available to them both on employment rights and responsibilities and the types of career pathways open to them and where they can access that information. They should know about representative bodies that apply to their chosen industry, their relevance and their main roles and responsibilities.

Guidance for employers and providers

This Workbook has been produced by Energy & Utility Skills to ensure that apprentices know about the Employee Rights and Responsibilities (ERR) that form part of their apprenticeship programme.

As they work through this ERR Workbook, they will need to develop and evidence an understanding of their occupation and the industry in which they work.

The workbook is divided into five sections covering the following:

1. The statutory rights and responsibilities of employers and employees.
2. The role played by the learner's occupation within their organisation and industry.
3. The types of representative bodies relevant to the industry and organisation, and their main roles and responsibilities.
4. The organisation's principles and codes of practice.
5. Understanding sustainable development, the importance of it and how the organisation can contribute.

The knowledge in this workbook is intended to be covered throughout the Apprenticeship programme, in no particular order, and therefore should not merely be used at initial induction. It should be revisited throughout the Apprenticeship programme and updated as and when necessary to take account of changes in legislation, etc.

At the end of this workbook you will find a sign off form, which must be completed and returned to Energy & Utility Skills in order to claim a completion certificate for the Apprenticeship.

Apprentices may have to carry out some research, using the internet, telephone, library or through their line manager, in order to gain the knowledge required in each section of the workbook. It is not intended that the ERR is accredited, although assessors will need to ensure that apprentices understand each area of ERR.

Welcome Apprentice

Dear Apprentice

Welcome to your chosen Apprenticeship framework. As an apprentice you will be working towards a Level 2 Apprenticeship or Level 3 Advanced Apprenticeship which will entail knowledge and competence qualifications at your chosen level, Functional Skills, Personal Learning and Thinking Skills and Employee Rights and Responsibilities.

This may be the first time you have worked for someone, or the first time you have undertaken any training since leaving full-time education. You need to learn about the organisation for which you work, your responsibilities within that organisation and the responsibilities of people who work with you to enable you to become an effective staff member of the organisation. You also need to know other vital information such as health and safety, data protection, discrimination and sustainable development.

Whatever your chosen career and industry, this workbook will apply to you and is aimed to help you know and understand your statutory rights and responsibilities and the sector you are working in. You will cover many aspects in your initial induction in the workplace. This workbook should reinforce what you have already learnt, as well as fill in any gaps there may be.

The workbook contains a list of ERR statements that you need to know and then there are some questions designed to check that you know and understand certain aspects of ERR.

You do not have to work through the book in any particular order and you may have to do some research to find out some of the answers. Your contract of employment and staff manual should provide many of the answers. Don't be afraid to ask for help from your training provider, assessor or line manager if you are unsure of any of the questions or where to look for answers. At the back of the workbook you will find a list of useful web sites where you may find much of the information required.

You will need to complete the workbook in order to complete your Apprenticeship and it will need to be signed by your training provider and line manager as being your own work. Make sure that you (or your provider) keep a copy of the sign off form, as well as your other certificates before sending to Energy & Utility Skills.

Good luck with your Apprenticeship and your chosen career.

Tim Balcon
Chief Executive
Energy & Utility Skills

1 Statutory rights and responsibilities

All apprentices need to know that employees and employers have a range of statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well.

1.1 Responsibilities and duties of employers

What you need to know:

- That a contract of employment comes into force as soon as a firm offer of employment has been made and accepted (whether verbal or in writing)
- That employment contracts can be for either full or part-time work, permanent (open-ended), temporary or fixed-term.
- That contracts of employment are legally binding on the part of both the employer and employee and serve to protect employer and employee rights and responsibilities
- How the terms and conditions in a contract of employment governs employers and employees
- That, by law under the Employment Rights Act 1996, all employees are entitled to a written statement of their terms and conditions of their employment within two months of starting work (assuming the contract is for a period of more than one month)
- That people who are self-employed have different rights and responsibilities and may be governed by different legislation.
- That changes to contracts of employment can only be made following procedures that are designed to protect the employee from any unfair treatment. Consultation should be carried out on any proposed changes to contracts of employment.
- If there is a conflict between an employee and their employer, codes of practice exist and these are set out in the organisation's grievance procedure.
- That an employment contract is governed by rules and rights that mean that any termination of employment must follow specified processes. This is to protect the employer and employee from unfair treatment.
- Employees who believe they have been unfairly treated or dismissed have the right to take their case to an Employment Tribunal for independent scrutiny.

What you need to do:

Answer the following questions:

Q1 What legislation exists to protect your terms and conditions of employment if you find yourself disadvantaged in any way by the working environment? List three

1).....

2).....

3).....

Q2 If you feel you have been treated unfairly, whom would you go to?

Name.....

Job Title.....

Q3 Who should be given a contract of employment and when?

.....

Q4 Name three different types of working that are governed by contracts of employment

1)

2)

3)

1.2 Working hours, sickness absence and pay, holiday entitlements and maternity/parental leave

What you need to know:

- The Working Time Directive¹ and Working Time Regulations 1998 apply to all employers in the UK, regardless of their size or the sector they operate within.
- They set working time limits and the amount of rest time you are entitled to.
- Special provisions limit the amount of time young workers aged 16-17 can work. These state that a young worker must not work more than 8 hours per day or 40 hours per week and no young worker can be employed to work between 10pm and 6am or, in some cases between 11pm and 7am.
- Many employers now use their own self-certification system for short-term sickness absences. As doctors no longer issue medical certificates, now known as medical statements or 'fit notes' (unless paid for) for absences shorter than 8 days, a company self-certification system can be an effective method of controlling absence due to sickness. It also assists in the maintenance of accurate sickness records, which all employers are required to keep for Statutory Sick Pay purposes.
- Employers and employees have legal rights and responsibilities about the amount of holidays and when these can be taken. Every worker (whether full or part-time) is entitled to a minimum of 24 days paid annual leave per year. These days include bank holidays as there is no statutory right to time off for bank holidays, although there are legal rights to time off work for public duties and other functions, not all of which the employer need pay for.
- The Maternity and Parental Leave Regulations 1999 introduced a new regime of "family friendly" provisions. A new right to **unpaid** leave for parents of both sexes was introduced.
- As an employee you have the right to 26 weeks of ²Ordinary Maternity Leave and 26 weeks of Additional Maternity Leave making one year in total. The combined 52 weeks is known as Statutory Maternity Leave. To qualify for Statutory Maternity Leave you must be an employee. If you are an employee and you give your employer the correct notice, you can take Statutory Maternity Leave no matter how long you have been with your employer, how many hours you work or how much you are paid
- Fathers of babies due on or after 3 April 2011 could have the right to take up to 26 weeks' Additional Paternity Leave
- Fathers-to-be or those with the responsibility with the mother for bringing up a child, could have the right to Ordinary Paternity Leave. They may also qualify for Ordinary Statutory Paternity Pay.

¹ www.direct.gov.uk/en/Employment/Employees/WorkingHoursAndTimeOff/DG_10029426

²

www.direct.gov.uk/en/Parents/Moneyandworkentitlements/WorkAndFamilies/Pregnancyandmaternityrights/index.htm

What you need to do:

Answer the following questions:

Q5 What are the maximum hours per week you are allowed to work if you are aged between 16 and 17 and where is this stated?

.....

Q6 What hours can't you work between if you are aged 16-17?

.....

Q7 What is the reporting procedure if you have to be absent from work due to illness?

.....

.....

.....

Q8 How many days annual leave are you entitled to:

a under your contract of employment?

.....

b under the law, does this include Public Holidays?

.....

Q9 What Statutory Parental Leave would you be entitled to if you had twins and where is this stated?

.....

1.3 Anti-discrimination

What you need to know:

- Employees are legally protected against discrimination with regard to race, gender, age, disability, religion and religious belief and sexual orientation throughout their period of employment.
- All training and promotion opportunities should be publicised and open to everyone on a fair and equal basis regardless of age, gender, sexual orientation, etc.
- Anti-discrimination exists to protect employees who have made a complaint (or intend to complain) about unfair treatment
- In the UK The Equal Pay Act (1970) states that men and women have a right to equal pay for work of equal value.
- The sex discrimination act provides protection against discrimination, harassment and victimisation on the grounds of gender, pregnancy, maternity leave, marriage or if someone has undergone, is undergoing or intends to undergo gender reassignment.
- From 1 October 2010, the Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply. The Equality Act 2010 aims to protect disabled people and prevent disability discrimination. It provides legal rights for disabled people in work as well as other areas. The Equality Act also provides rights for people not to be directly discriminated against or harassed because they have an association with a disabled person. This can apply to a carer or parent of a disabled person. In addition, people must not be directly discriminated against or harassed because they are, rightly or wrongly, perceived to be disabled.
- Under the Equality Act 2010, a person is classed as having a disability if they have a physical or mental impairment and that impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.

What you need to do

Answer the following questions:

Q10 When did the Equality Act come into force? Name the month and year.

.....

Q11 What aspects of your employment are protected from age discrimination? Name three areas.

1

2.....

3.....

Q12 Which Act states that men and women are entitled to equal pay for work of equal value?

.....

1.4 Data protection

What you need to know:

- The Data Protection Act 1998³ gives individuals the right to know what information is held about them, including on computer and written information.
- If you handle personal information about individuals, you have a number of legal obligations to protect that information.
- The Data Protection Act 1998 gives you the right to apply for a copy of your personal information. You will need to put your request in writing, by letter or email, and send it to the person or organisation you believe holds this information.
- Likewise under the Freedom of Information Act 2000, if you work for a public authority (for example a local authority) they have a legal obligation to provide information through an approved publication scheme and in response to requests.

Q13 What would you do if you wanted to find out what information is being held about you?

.....

Q14 Who can have access to your personnel records?

.....

³ www.ico.gov.uk

1.5 Health and safety at work

What you need to know:

- The Health and Safety at Work, etc Act 1974⁴ (also referred to as HASAW) is the main legislation covering health and safety in the workplace
- The Health and Safety Executive (HSE) is responsible for enforcing the Act
- The responsibilities of employers and employees under the Act and a number of other Acts and Statutory Instruments relevant to the working environment
 - Employers must safeguard, as far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them
 - The duty extends to the provision of plant and systems of work that are, so far as is reasonably practicable, safe and without risks to health, and the provision of such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of employees
 - People at work have a duty to take reasonable care to avoid harm to themselves or to others through their work activities and to co-operate with employers and others in meeting statutory requirements
 - Employees must not interfere with or misuse anything provided to protect their health, safety and welfare
- The specific health and safety requirements relating to the employment of young people (anyone under the age of 18).

What you need to do

Answer the following questions:

Q15 Who is responsible for health and safety within your organisation?

.....

Q16 Find out about one example of an accident or case of work-related ill health in any workplace and list both the human and financial costs associated with it.

.....

.....

.....

Q17 Name a specific area of health and safety relevant to your organisation?

.....

Q18 List two of your legal responsibilities as an employee to health and safety at work.

1.....

2.....

⁴ www.hse.gov.uk

2 Procedures and documentation within your organisation

2.1 Contracts of employment

What you need to know:

- Your own contract of employment and/or written terms and conditions
- How you are paid and the associated documentation
- What to do if you are absent due to sickness
- What to do if you feel you are being discriminated against
- How to make a grievance

Most of this information has been covered in Section 1, although this Section relates more to your own personal contract of employment

What you need to do

Answer the following questions:

Q19 Where would you find details of your tax code?

.....

Q20 Who would you inform if you had been paid incorrectly?

.....

Q21 What steps could you take if you felt you were being discriminated against?

.....

2.2 Working hours, sickness absence and pay, holiday entitlements and maternity/parental leave

What you need to know:

- What your working hours are each day and each week
- What your rest periods (break/lunch) are
- How you ask for time off for leave
- What your organisation's rules are for leave
- What your organisation's rules are for notifying if you are unable to work because of ill-health
- Pay arrangements for sick leave

What you need to do

Answer the following questions:

Q22 How many hours per day and per week do you normally work?

.....

Q23 What is the procedure for you to request time off work using annual leave?

.....

Q24 What are the requirements for notification of absence due to illness in your organisation? For example you may have to contact a specific person by a certain time on your first day of absence.

.....

Q25 What is the amount of Statutory Sick Pay (SSP) and when would you have to claim it?

.....

2.3 Data protection

What you need to know:

- What information is held on your personnel records and who is allowed access to it
- What procedures should be followed if there are any changes to report (for example change of address, name)
- Who you report to on any matters to do with personnel

What you need to do

Answer the following questions:

Q26 What information is held on your personnel records?

.....

Q27 List two changes of your personal circumstances that would require personnel changes and whom would you report these changes to?

1.....

I would report this change to.....

2.....

I would report this change to.....

2.4 Health and safety at work

What you need to know

- Any specific health and safety regulations and codes of practice relating to your job and workplace
- What your employer provides for you to protect you from harm in the workplace
- What steps your employer takes to protect the environment
- The importance of good health and safety standards
- Occupational health – manual handling, confined spaces, etc

What you need to do:

Answer the following questions.

Q28 What personal protective equipment do you have to wear in the workplace and why?

.....

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Q29 Find out about one example of an accident or case of work-related ill health in any workplace and list both the human and financial costs associated with it.

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Q30 Name the Act that covers health and safety at work

.....

Q31 Name a specific area of health and safety relevant to your organisation?

.....

Q32 Find out about one example of an accident or case of work-related ill health in any workplace and list both the human and financial costs associated with it.

.....

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.....

3 Sources of information and advice about employment rights and responsibilities

What you need to know:

- The range of information available to you and where you can find this:
 - in the workplace
 - outside the workplace
- You will need to know where to go for information on a range of topics including:
 - employment and personnel issues
 - Training
 - Additional Learning Support

What you need to do:

Answer the following questions.

Q33 Where would you find information within your organisation about training opportunities (in-house training, coaching)

.....

Q34 Where would you find information within your organisation about personnel matters? (annual leave, sick pay)

.....

Q35 Where would you go to find out information about the following outside the workplace?

Health and Safety at work matters.....

Statutory Sick Pay.....

Discrimination.....

Q36 Where would you find out about Additional Learning Support if you needed it?

.....

4 Your Organisation and Industry

What you need to know:

- Your main responsibilities at work
- The type of organisation you work for, including the industry
- What your organisation does and which industry sector it fits into
- The characteristics of your organisation and how typical this is of organisations in your industry, including how many people work there
- The main changes that have taken place in your industry over the last few years and how these have affected your organisation and occupation
- How your occupation fits into the organisation's structure and supports its operation
- The systems your organisation uses to ensure co-operation and manage conflicts between the role they play and other parts of the organisation

What you need to do:

Answer the following questions:

Q37 Think of the industry that you work in. What changes have taken place over recent years, which have affected the way the organisation operates? For example it could be technology or currency related (e.g. the influence of the Euro, the introduction of computerised systems, etc)

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Q38 Describe the main tasks that are part of your job role. List a maximum of five

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.....

Q39 Obtain a copy of your organisation's organisational chart and attach it to this page. Indicate where your job role fits in.

5 Types of career pathways

What you need to know:

- The kinds of occupations within your industry – both specialised as well as general across industries
- Typical career pathways associated with your chosen occupation within the industry and other occupations closely related to your own – for example different occupations that may be closely related
- The main stages and requirements of the development programme you are following and what learning and development opportunities your organisation provides

What you need to do:

Answer the following questions.

Q40 Name two specialised occupations within your industry

.....
.....

Q41 Describe a career pathway for your chosen occupation – what job could you progress to and how would you do that?

.....
.....
.....

Q42 What other learning and development opportunities are available to you within your organisation on successful completion of the apprenticeship programme?

.....
.....
.....

6 Representative Bodies relevant to you and your organisation

The types of representative bodies relevant to the industry and organisation, and their main roles and responsibilities

What you need to know:

- The main types of representative bodies relevant to your industry and organisation, to include as appropriate:
 - bodies representing business owner(s) and shareholders
 - bodies representing employees and professions
 - bodies representing customers and consumer groups
 - bodies representing the public
- The main trades unions relevant to your occupation and outline what they do
- The professional bodies relevant to your occupation and outline what they do
- The main trades and employer organisations in your industry and outline what they do
- The consumer groups relevant to your industry and outline what they do
- The regulatory bodies responsible for protecting public interests in relation to your industry and outline what they do
- The Sector Skills Council responsible for your industry and occupation and outline what it does
- Why the views of different groups may sometimes vary and recognise that information provided by different interest groups may be biased because of their differing viewpoints

What you need to do:

Answer the following questions.

Q43 Which trade unions are relevant to your sector/industry?

.....
.....

Q44 What is the name and address of the Sector Body (ies) relevant to your occupation and industry?

.....
.....

Q45 Are there any regulatory bodies for your industry? If so briefly outline what they do

.....
.....
.....

7 Know where to get information and advice on your industry, occupation, learning and development and career

What you need to know:

- Information available to you from your employer about matters relating to your industry, occupation, learning and development and career
- Other information that may be available outside of the workplace, what they provide and how to use them

What you need to do:

Answer the following questions.

Q46 Name two useful web sites where you can find out about learning and development for your career

.....
.....

Q47 What organisation(s) could you go to to find out more about your industry?

.....
.....

Q48 Where can you go within your organisation to find out about opportunities for progression in your career?

.....

8 Know and work within the organisation's principles and codes of practice.

If you work within an organisation that has no principles and codes of practice, consider how your personal code of conduct means that you deliver the same level of service as other companies and how would you communicate this to others? For example, you would always show an ID card before entering premises?

What you need to know:

- The kinds of consequences that might arise from failure to meet these codes of practice, for the individual and for the organisation
- How the way you work matches the standards of good practice expected for your occupation
- The steps you should take if you experience difficulty in meeting the codes of practice and standards you are expected to follow

What you need to do:

Answer the following questions

Q49 What does your organisation aim to achieve?

.....

.....

.....

Q50 What are (would be) the main principles of your organisation and how are they made known?

.....

Q51 What would happen if you or your organisation failed to measure up to the expected Code of Practices?

.....

.....

.....

9 Recognise issues of public concern affecting your organisation and industry and form a view on these.

What you need to know:

- Current issues of public concern relating to your industry and the views of different representative bodies
- Key shifts in public concern about your industry, organisation and/or occupation and the impact these have had on your own working practices
- How changes in public opinion can affect the way organisations and occupations operate
- How organisations may try to predict, monitor and influence public opinion and adjust how they present themselves and their services
- How the views and values of your organisation and its representative bodies have been communicated to the public on a local, regional and national level

What you need to do:

Answer the following questions:

Q52 Describe an issue of recent public concern and any impact this has had on your organisation

.....

.....

.....

.....

52a Has this had an impact on your own working practices? If so, how?

.....

.....

Q53 How does your organisation monitor public opinion?

.....

.....

Q54 How does the public know about your organisation's views and values?

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10 Evidence Record Check List

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11 Useful addresses and web-sites

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| <p>Advisory Conciliation and Arbitration Service (ACAS) Provides booklets and advice on employment matters Tel: 0270 7210 3000 www.acas.org.uk</p> | <p>AdviceGuide Information about a range of topics AdviceGuide Employment – England www.adviceguide.org.uk/index/life/employment.htm AdviceGuide Employment – Scotland www.adviceguide.org.uk/scotland.htm AdviceGuide Employment – Northern Ireland www.adviceguide.org.uk/nire;and.htm AdviceGuide Employment – Wales www.adviceguide.org.yk/wales.htm</p> |
| <p>Association of Meter Operators (AMO) Trade Association representing meter operators Tel: 01525 862 870 www.meteroperators.org.uk</p> | <p>BPEC Certification Ltd Awarding Organisation Tel: 0845 644 6558 www.bpec.org.uk/certification</p> |
| <p>CABWI Awarding Organisation for the Water Industry Tel: 020 7957 4523 www.cabwi.co.uk</p> | <p>The Career Development Organisation Email: webenquiries@crac.org.uk</p> |
| <p>Careers Wales Provides services, information and support to individuals of all ages as well as employers looking to recruit. Welsh and English language site Tel: 0800 100 900 www.careerswales.com</p> | <p>Chartered Institute of Wastes Management (CIWM) Professional Body for waste and resource management 9 Saxon Court St. Peter's Gardens, Marefair Northampton NN1 1SX Tel: 01604 620 426 www.ciwm.co.uk</p> |
| <p>Citizen's Advice Bureau www.nacab.org.uk</p> | <p>City and Guilds (Awarding Body) 1 Giltspur Street London EC1A 9DD Tel: 020 7294 2800 www.cityandguilds.com</p> |
| <p>Connexions Direct– Confidential advice, support and information via telephone, e-mail, text and webchat for all people aged between 13 and 19. Tel: 080 800 13219 Text: 077664 13219 www.connexions.gov.uk</p> | <p>Department of the Environment of Food and Rural Affairs (DEFRA) Nobel House 17 Smith Square London SW1P 3JR Tel: 08459 33 55 77 www.defra.gov.uk</p> |
| <p>The Commission for Racial Equality www.cre.gov.uk</p> | <p>Department for Business, Innovation and Skills (BIS) www.bis.gov.uk</p> |
| <p>Department for Education Provides information on education and learning Tel: 0870 000 2288 www.education.gov.uk Learning Wales www.learningwales.gov.uk Department for Education Northern Ireland www.deni.gov.uk</p> | <p>Department of Energy & Climate Change (DECC) Brings together policies on climate change www.decc.gov.uk</p> |
| <p>EAL Tel: 01923 652 400 www.eal.org.uk</p> | <p>Edexcel Awarding Organisation Tel: 020 7393 4444 www.edexcel.org.uk</p> |
| <p>Energy & Utility Skills Ltd (Sector Skills Council)</p> | <p>Environment Agency The leading government agency for the regulation of</p> |

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| <p>Friars Gate 1011 Stratford Road Shirley Solihull B90 4BN Tel: 0845 077 9922 www.euskills.co.uk</p> | <p>waste management in England and Wales</p> <p>www.environment-agency.gov.uk</p> |
| <p>Environmental Services Association (ESA), 154 Buckingham Palace Road, London SW1 9TR Tel: 020 7824 8882 www.esauk.org</p> | <p>Equal Opportunities Commission Tel: 0161 829 8100 (non helpline calls only) Tel: 020 3117 0235 (non helpline calls only) Tel: 02920 447710 Tel: 0141 228 5910 www.equalityhumanrights.com</p> |
| <p>GMB General Trade Union 22/24 Worple Road London SW19 4DD Tel: 020 8947 3131 www.gmb.org.uk</p> | <p>Health and Safety Executive Information relating to health and safety at work, statistics on accidents, etc Rose Court 2 Southwark Bridge London SE1 9HS Tel: 0845 345 0055 www.hse.gov.uk</p> |
| <p>Logic Certification Awarding Organisation Tel: 020 8839 2439 www.logiccertification.com</p> | <p>Skills Funding Agency Information about adult learning and funding in England www.skillsfundingagency.bis.gov.uk Young People's Learning Agency Information on 16-19 training and education in England www.ypla.gov.uk</p> |
| <p>SQA Accreditation Accredits Scottish qualifications, approves and audits awarding bodies www.sqa.org.uk</p> | <p>SQA UK – Awarding Body Awards qualifications in the UK www.aifl-na.net/mini/28579.html</p> |
| <p>Trade Union Council – information about training in work and trade unions Tel: 020 7636 4030 www.tuc.org.uk</p> | <p>TGWU General Trade Union Tel: 020 7611 2500 www.tgwu.org.uk</p> |
| <p>UK Commission for Employment and Skills (UKCES) Provides independent advice to Government on achieving world-class standing in employment and skills by 2020. www.ukces.org.uk</p> | <p>WAMITAB (Awarding Body) Awarding Body for the Waste Management Industry Peterbridge House 3 The Lakes Northampton NN4 7HE Tel: 01604 231 950 www.wamitab.org.uk</p> |
| <p>Waste and Resources Action Programme (WRAP) Programme established in 2001 to promote resource efficiency Tel: 0808 100 2040 www.wrap.org.uk</p> | <p>Welsh Assembly Government (WAG) Information about all policies and programmes for all issues that have been devolved to Wales www.wales.gov.uk National assembly for Wales - - Learning Wales www.learning.wales.gov.uk</p> |

12 Glossary of terms you might find in an Apprenticeship

| Term | Definition |
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| Alliance of Sector Skills Councils | An organisation owned and run by all licensed UK Sector Skills Councils which acts as their collective voice to promote understanding of the skills system, coordinate policy and build capability in the network. |
| Blueprint (Apprenticeship) | The non-statutory specification for apprenticeships in England and Wales which has been replaced by the SASE/SASW. |
| Competencies qualification (also known as the competence qualification) | The qualification(s) required to demonstrate the competencies required for performance in a particular occupation or job role. The same competency qualification can only be used ONCE. The funding agencies will consider frameworks, which include a competency qualification which has already been approved in another framework to be a duplicate framework and will not fund the another framework which includes the same competence qualification. |
| Core Skills Scotland | Five core skills of Working with Others, Communication, Numeracy, Problem Solving and Information Technology from Access 3 to Higher that provide individuals with the skills and abilities they need to operate confidently, effectively and independently in life, their communities and work in Scotland. |
| Credit | Every unit and qualification within the QCF has a credit value showing how much time it takes to complete (one credit represents 10 hours). There are 3 sizes of qualification on QCF: Award: Certificate: Diploma. In terms of size, an Apprenticeship framework is equivalent to the Diploma, which is 37 credits or more. Functional Skills qualifications do not have a QCF credit value. However, Functional Skills qualifications carry a notional value of 5 credits each within an Apprenticeship framework |
| Employee Rights and Responsibilities | Apprentices will learn about their rights and responsibilities as paid employees and these are based on nine national outcomes summarised in the SASE/SASW. This can be taught as part |

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| | of an induction programme, as part of the knowledge qualification, or in other ways. |
| Term | Definition |
| Entry conditions | These are defined in the SASE/SASW and are those conditions necessary to ensure that individuals can complete the framework. They must comply with the principles of equality and diversity and there must be evidence to justify entry conditions. |
| Equality and diversity | Apprenticeships must be inclusive and ensure equality of opportunity for all to access and progress within, including those with a learning difficulty, There must be evidence of justification, which means that it still complies with equality and diversity principles eg a legal restriction. |
| Essential Skills Wales and Northern Ireland | Essential Skills replace the current Key Skills and Basic Skills qualifications from 2010. |
| Framework | A document which contains the qualifications and other requirements to meet the statutory Apprenticeship requirements of the Governments in England and Wales. Training providers and employers to make sure that, no matter where in England, use this and Wales the apprenticeship takes place, for all apprentices the framework is consistent. This does not mean that all apprentices will achieve the same outcome, as there is scope for sectors to go beyond the minimum required by the SASE/SASW. |
| Functional Skills | Core elements of English, mathematics and ICT that provide individuals with the skills and abilities they need to operate confidently, effectively and independently in life, their communities and work. |
| Issuing Authority (SSC/UKCES commissioned body) | Organisations appointed by the Secretary of State in England and Welsh Ministers to issue Apprenticeship frameworks for a particular sector. There is only one Issuing Authority for each sector and they will support framework developers, if they wish to make sure that their frameworks comply with SASE/SASW requirements. |
| Modern Apprenticeship | The term used to describe the apprenticeship programmes in Scotland at level 2 and level 3. |
| Modern Apprenticeship Group (MAG) | An independent group, which approves |

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| | modern apprenticeship frameworks in Scotland. |
| Term | Definition |
| National Occupational Standards | Standards of performance required for individuals to work effectively and efficiently in their occupational area. They are devised by experts in the occupational area and contain statements of skills needs and required underpinning knowledge. Their development and review are managed by Sector Skills Councils. |
| Outcomes (of a framework) | The qualifications and other components of the framework, which are laid down in the SASE/SASW. |
| Pathway | A pathway is an occupational area. Some frameworks are presented using one pathway and others contain multiple pathways. The pathway approach is used where there are one or more closely related occupations, which do not justify a separate framework. Individual pathways must be SASE/SASW compliant. |
| Personal Learning and Thinking Skills (PLTS) | These six skills apply to England only and provide skills which employers and universities welcome. They include creative thinking, independent enquiry, reflective learner, effective participator, self-management and team working. |
| Progression (routes) | These are defined in the SASE/SASW and described by the framework developer. Progression routes must be clearly stated in the framework both INTO Apprenticeships (from other programmes) and FROM Apprenticeships (including into Further and Higher Education). |
| Public funding | Funding of Apprenticeship frameworks by funding agencies in England (Skills Funding Agency) and in Wales (Welsh Assembly Government). |
| Qualifications and Credit Framework (QCF) | A framework for creating and accrediting qualifications in England, Wales and Northern Ireland to recognise smaller steps of learning that enables learners to build up qualifications bit by bit. It helps learners achieve skills and qualifications that meet industry needs and enables |

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| | work-based training to be nationally recognised. |
| Term | Definition |
| Register of Regulated Qualifications | Contains details of qualifications that are accredited by the regulators of external qualifications in England, Wales and Northern Ireland. |
| Sector | An industry or part of an industry, covering groups of related occupations examples of sectors/industries are construction, engineering, freight logistics, health, manufacturing, retail etc. There is only one Issuing Authority for each sector. |
| Sector Skills Councils | Employer-driven organisations that help employers to get the skills and qualifications they need to remain competitive (see Alliance of Sector Skills Councils). |
| Specification of Apprenticeship Standards for England (SASE) | Published by the Department for Business Innovation and Skills, Department for Education and the National Apprenticeship Service. It sets out the minimum requirements to be included in a recognised English Apprenticeship framework. |
| Specification of Apprenticeship Standards for Wales (SASW) | Published by the Welsh Assembly Government, it sets out the minimum requirements to be met by Apprenticeship frameworks recognised in Wales. |
| Scottish Qualifications Authority | Contains details of qualifications that are accredited by the regulators of external qualifications in Scotland. |
| Statutory requirements | The legal requirements laid down in the SASE/SASW about what an apprenticeship framework must include. |
| UCAS tariff points | These generally apply to qualifications at levels 3 and 4 within Apprenticeship frameworks although Functional Skills qualifications at level 2 also carry UCAS tariff points. UCAS points are recognised by universities for entry to undergraduate programmes. |

13 What to do next

Now you have completed your ERR Workbook you will need to ask your training provider and your employer/line manager to sign the next page. This is to confirm that you have completed the workbook yourself.

KEEP THIS WORKBOOK SAFE

MAKE A COPY OF THE SIGN-OFF SHEET

Once you have completed all components of your chosen Apprenticeship/Advanced Apprenticeship your training provider will need to send the sign off sheet with all your other qualification certificates and PLTS logbook to claim your Modern Apprenticeship certificate when you have finished your framework, so make sure it's kept somewhere safe – such as your portfolio of evidence. You are advised to make a copy of the sign off sheet for your own records. You can keep the rest of your workbook, this doesn't need to be sent off.

When you have completed your Apprenticeship/Advanced Apprenticeship framework, a copy of **all** your certificates, including the sign off sheet along with a Completion Certification request Form and the current administration fee, will need to be sent by your training provider or employer, to Energy & Utility Skills in order to receive your Apprenticeship Certificate.

14 ERR Workbook Sign Off Form

This form must be completed by the apprentice and signed by the apprentice, the employer and the training provider in order to verify that the apprentice has gained the knowledge required over the duration of their Apprenticeship.

This form must be submitted to EU Skills when claiming an Apprenticeship completion certificate.

Apprenticeship framework being undertaken.....

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Name of Apprentice.....

Job Title.....

Location.....

Employer's Name and Address.....

.....

..... Postcode.....

Line Manager's Name.....

Training Provider Name & Address.....

.....

..... Postcode.....

Date ERR Workbook Completed.....

Apprentice signature.....

Employer signature.....

Training provider signature.....

Please sign and return the completed form to:

Business Support
Energy & Utility Skills
Friars Gate
1011 Stratford Road
Shirley
Solihull
B90 4BN