



# Apprentice Handbook

2022/23

# The JTL Apprentice Charter

As you start your career as an apprentice with JTL, we will ensure to the best of our ability that you receive the following:

## Training

The training that you will be undertaking, managed by JTL, is an Apprenticeship Standard for a specific occupation or job role. These are described in terms of knowledge to be understood, skills to be demonstrated and behaviours to be displayed. Many apprenticeships include the completion of one or more vocational qualifications. You will also be expected to develop your functional skills in English and maths. If you don't already hold maths and English qualifications at the level required by your apprenticeship scheme (please see individual scheme sections) you will work towards these as part of your apprenticeship training, too. Please be aware that you cannot proceed to your End Point Assessment (EPA) without completing your Functional Skills to the correct level. If you haven't already, please ensure that any certificates you have are shared with your Training Officer or Apprentice Support Officer as soon as possible to prevent you being invited to sessions unnecessarily. Full details of your apprenticeship content, and the timescales within which you are expected to complete them, are included in your Individual Learning Plan (ILP) and this will be developed at the start of your apprenticeship. Your overall progress and development will be monitored using regular reviews.

## Health and Safety

The building services engineering sector can be a high-risk one in which to work and JTL, together with your employer and your JTL-approved college/training centre, will make every effort to safeguard you throughout your apprenticeship. You will receive an appropriate health and safety induction when you start at the approved college/training centre and also when you move to any new site. It is the responsibility of your employer to provide you with all the necessary Personal Protective Equipment (PPE) required. Your employer is also responsible for ensuring that you are given an appropriate health and safety induction which will highlight all safety procedures and hazards you need to be aware of. You must work in a safe and proper manner at all times.

## JTL Support

Throughout your apprenticeship, you will have named JTL representatives from whom you will receive support and guidance. Your JTL representatives will review your progress regularly throughout your apprenticeship. If you have any questions or problems, these may be raised during these reviews or by contacting your JTL representatives direct. You will therefore be given their contact telephone numbers at the start of your training.

## Equality, Diversity and Inclusion

JTL has an Equality and Diversity Policy, which forms part of the contractual relationship with all our employers and approved training centres, as well as with you as a learner. We are committed to providing equality of opportunity and freedom from unlawful discrimination on the grounds of age, sex, sexual orientation, disability, race (including colour, nationality, ethnic origin), religion or beliefs, gender reassignment/identity, pregnancy and maternity status, and marital or civil partnership status. During your apprenticeship, you are entitled to be treated fairly irrespective of these protected characteristics and expected to treat others in the same way at all times.

**NB: In respect of disability there are, however, health and safety regulations in force in the building services engineering sector that will require you to meet certain fitness standards.**

## The JTL Apprentice Charter (continued)

### Safeguarding

JTL has clearly defined responsibilities under the Children Act 1989 and 2004 and the Department for Education (DfE) Working Together to Safeguard Children. JTL policies include Safeguarding: Children, Young People and Adults at Risk and we follow legal and statutory guidance for all learners.

We are committed to creating and maintaining a safe and positive learning environment and aim to safeguard and protect learners from harm, including being drawn into terrorism. As part of our responsibilities we promote the Prevent strategy to safeguard children, adults and communities from the threat of terrorism and provide early intervention to divert people away from being drawn into terrorist activity. We ensure that staff and learners are aware of the risks of radicalisation and/or involvement in violent or non-violent extremist activities and will support anyone thought to be at risk of becoming involved. During your qualification, staff will discuss equality of opportunity and diversity in teaching and learning to help raise your awareness of Fundamental British Values:

- Democracy
- Rule of law
- Individual liberty
- Mutual respect and tolerance of those with different faiths and beliefs

Further information is available in our Safeguarding Policy, which can be found on our website. Every JTL apprentice is provided with support and guidance from a designated Training Officer or Apprentice Support Officer, and JTL also has two Diversity, Safeguarding & Inclusion Advisors, with designated safeguarding responsibilities.

### Bullying and Harassment

All learners are expected to comply with JTL's Bullying and Harassment Policy in the same way as our Equality and Diversity Policy. We work hard to support our staff, learners to work and study in an environment where they feel safe and secure, and which is free from bullying and harassment and promotes dignity and respect for all. Bullying and harassment are breaches of JTL's Bullying and Harassment Policy and Equality and Diversity Policy and will be investigated and not be tolerated on any grounds. It is therefore in your best interests to inform your JTL representative of any unfair treatment that you may have received or witnessed.

### Written Terms and Conditions

You will have a contract of employment with your employer that details your terms and conditions of employment. If your employer is a Joint Industry Board (JIB) member company, further information is also given in the handbooks that are issued by the relevant JIB for either the electrotechnical or plumbing and mechanical engineering sectors.

### Quality

Your apprenticeship is funded by the governments in England and Wales, which recognise JTL as a quality training organisation, and also by the European Social Fund (ESF). In addition, JTL is recognised as holding international quality standard ISO 9001:2015 and is also recognised as an Investor in People organisation as well as having Matrix Accreditation for providing information, advice and guidance.

## The JTL Apprentice Charter (continued)

### Your Views

During your apprenticeship, JTL will regularly send you questionnaires seeking your views on JTL, the service we provide and the training scheme you are following. Please complete and return these as your opinions are valued and will help us to improve our service and the training provided. Your response will be treated in confidence.

### Your Commitment

By agreeing to follow an apprenticeship with your employer and JTL and, in partnership with the JTL appointed college/training centre, you are expected to abide by the terms, conditions and accepted codes of practice for safer working, which will have been outlined to you.

### Complaints Procedure

If, at any time during your apprenticeship, you would like to register a complaint about any aspect of your apprenticeship, in the first instance please talk to your JTL representative. Should your complaint be about your JTL representative or, if after attempting to resolve the issue at this level there is still a grievance, please email the JTL Head of Quality Assurance and Audit on [QAANAC@jtltraining.com](mailto:QAANAC@jtltraining.com).

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## Introduction

First, well done, you've got an apprenticeship!

You are now employed within the building services engineering industry as an apprentice.

However, the first days in any new job can be daunting – sometimes even uncomfortable – and it can take a short while before you start to feel settled.

It's only when you are settled that you can begin to co-operate with your employer and learn all the aspects of the job as quickly and efficiently as you can.

The purpose of this Handbook is therefore to give you some information about the industry in which you are now employed, the training that you will receive and also to try to answer some of the questions that most people have when they start a new job.

You should read each section of the Handbook carefully, making sure that you fully understand its content before looking at the next section.

If, after reading this Handbook, you are unsure about anything, please contact your local JTL representatives (if already known to you) or JTL directly on our **Freephone Helpline: 0800 0852 308**.

# Apprenticeships

## What are apprenticeships?

Apprenticeships are a government-funded programme that include a paid job which incorporates specified on- and off-the-job training leading to a nationally recognised qualification.

Therefore, an apprentice will be employed from day one and working alongside experienced staff to gain the skills, knowledge and behaviours needed to be fully competent in their chosen occupation.

There are differing educational levels applied to qualifications in the UK. Apprenticeships are no exception and the higher the level, the more difficult the qualification is. We can show this as follows:

Level 8	Doctorate (e.g. PhD)
Level 7	Master's Degree (e.g. MA or MSc)
Level 6	Degree with honours (e.g. BA or BSc), Degree Level Apprenticeship
Level 5	Foundation Degree, HND, Level 5 NVQ
Level 4	HNC, Higher Apprenticeship, NVQ Level 4
Level 3	A-level, International Baccalaureate, Advanced Apprenticeship, NVQ Level 3
Level 2	GCSE A-D, Level 2 Functional Skills, Intermediate Apprenticeship, NVQ Level 2

As apprenticeships are written by industry for industry around some basic government guidance, most will contain the following:

A technical knowledge element (studied off-the-job at an approved college or JTL Training Centre).

- A practical performance element (the on-the-job tasks with the employer).
- Maths and English (generally, Level 2 apprenticeships require maths and English at Level 1 and Level 3 apprenticeships require maths and English at Level 2).
- Measurement of skills, knowledge and behaviours (e.g. working reliably, accepting responsibility).
- An independent end test of competence (known as an end-point assessment or EPA).

In the case of JTL, all learners who meet the government-funding criteria will commence their training with JTL as an apprentice at the appropriate level and it is anticipated that they will achieve the full apprenticeship standard requirements by the end of their apprenticeship.

## Off-the-Job Training

As part of your apprenticeship your employer must provide you with at least six hours per week of off-the-job training. The core focus of this training is to teach you new skills, knowledge and behaviours related to your apprenticeship programme. You cannot progress onto your End Point Assessment without this so, in other words, will not complete your programme or become fully qualified without completing this element.

### What does it cover?

Off-the-job training is defined as:

*“Learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship.”*

Your employer must ensure that this training equates to a minimum of six hours per week for those who work 30 hours per week or more. However, there is no stipulation on how this time must be split so your employer can decide what works best for their business.

### What examples are there of this kind of training?

Off-the-job training could include the following:

- college/training centre attendance
- lectures (H&S, toolbox talks etc)
- role-playing
- simulation exercises
- online learning
- manufacturer training
- shadowing
- mentoring/coaching
- being shown how to use existing/new equipment
- industry visits
- attendance at competitions
- end-point assessment (EPA) preparation
- learning support
- writing assessment/assignments
- research/reading
- job-related projects
- conferences

# Off-the-Job Training (continued)

## When and where must this training take place?

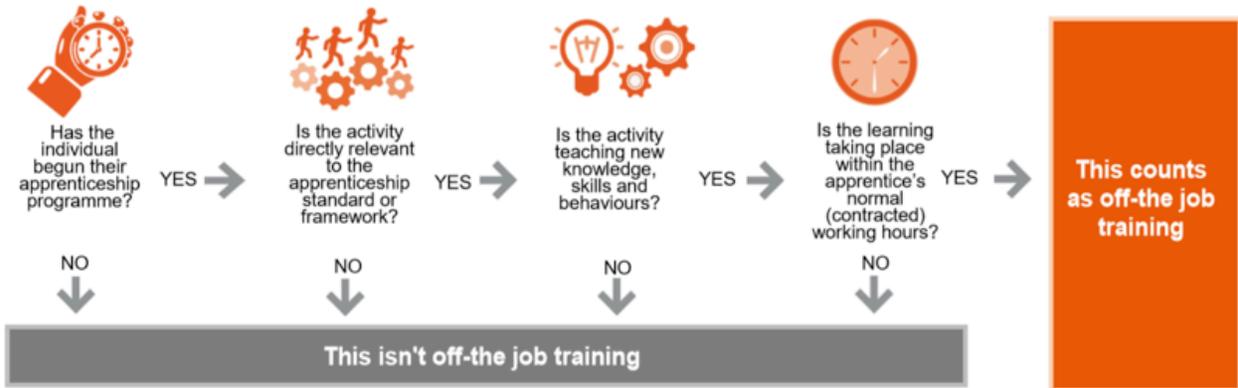
The training must take place within your paid working hours. Off-the-job training can be carried out at your place of work or off-site – there are no specific rules regarding the location.

## How do I find out more about off-the-job training?

Your JTL Training Officer, JTL Apprentice Support Officer and your employer will provide you with more details on the off-the-job training requirements, which will include how these are recorded in your Smart Assessor e-portfolio, so that you can stay on track with this part of your apprenticeship. JTL has created off-the-job training guidance that is available from your Training Officer or Apprentice Support Officer. It is also available through your Smart Assessor online portfolio. It is highly recommended that you start tracking this as soon as possible during your apprenticeship to make this process easier for yourself.

Below is a visual guide from the National Apprenticeship Service that may give you a clearer guide as to what can be included.

### Off-the-job training: steps to help you determine whether an activity counts as off-the-job training



**Brought to you by National Apprenticeship Service**

You can find further details about off-the-job training, including best practice examples, in the **apprenticeship funding rules** and the **apprenticeships: off-the-job training** guidance on GOV.UK.

# The Construction Industry

The electrical contracting, plumbing, engineering maintenance, heating & ventilating, property maintenance, and fire, emergency and security systems industries are some of the many industries that make up a larger sector known as construction and in particular, a sub-set of construction known as the building services engineering sector.

The construction sector is one of the largest employment sectors in the UK. This sector employs well over a million people, about half of which are skilled craft operatives (such as electricians, plumbers, maintenance engineers, heating and ventilating engineers, property maintenance operatives, and fire, emergency and security systems technicians), with the other half being management, technical and clerical staff.

The various companies that exist within the construction sector vary in size from small sole-traders and owner-operators, through to large multi-national companies employing thousands of workers. The work carried out by these companies is broad and varied, but we generally break it down into the following categories:

## Building and Building Services Engineering

The construction of all buildings such as factories, offices, shops, hospitals, schools and houses, with building services engineering being the installation of all services within them.

## Civil Engineering

The construction and installation of all services for large-scale projects such as docks, harbours, bridges, mines and the building of all of our roads and highways.

## Maintenance

The repair and renovation of existing buildings and structures.

Smaller companies may specialise in one of the above work areas. However, many of the larger companies will undertake several or all of these areas of work.

When you are working on-site with your employer, you will often be working alongside other trades such as bricklayers, plasterers, ceiling fixers and joiners, and each of these trades has an important role to play in completing a building project. Consequently, your ability to co-operate and establish professional relationships with both other trades and work colleagues within your own company is an important issue – so much so that it is an assessable area of the qualification.

- If you are an [electrical installation apprentice](#), please now turn to [page 7](#) and read through to [page 12](#).
- If you are a [plumbing apprentice](#), please now turn to [page 13](#) and read through to [page 17](#).
- If you are an [engineering technician apprentice](#), please now turn to [page 18](#) and read through to [page 22](#).
- If you are a [building services \(heating and ventilating\) apprentice](#), please now turn to [page 23](#) and read through to [page 30](#).
- If you are a [property maintenance apprentice](#), please now turn to [page 31](#) and read through to [page 32](#).
- If you are a [fire, emergency and security systems apprentice](#), please now turn to [page 33](#) and read through to [page 38](#).
- If you are a [gas engineering operative apprentice](#), please now turn to [page 39](#) and read through to [page 43](#).

## The Electrical Contracting Industry and the Role of the Electrician

Electricians install, maintain and repair electrical systems in industrial, commercial and domestic environments. Electricians might work in both indoor and outdoor settings. Electrical equipment and systems may include switchboards, motors, cables, fuses, thermal relays, fault current protection switches, heating, lighting, air-conditioning and metering equipment as well as crime and fire alarm systems and renewable energy technologies. They are able to work on their own proficiently and work without immediate supervision in the most efficient and economical manner.

They may contribute to the design of electrical systems. They are able to set out jobs from drawings and specifications and requisition the necessary installation materials.

Electrical safety is an important area of Electricians' work. On completion of their work the electrical systems must be safe to use. They must adhere to safe working practices without endangering themselves or others.

Installation Electricians work on the installation, testing, commissioning and maintenance of low voltage (less than 1000v) electrical and electronic devices and appliances.

Maintenance Electricians work on the maintenance of electrical and electronic installations including automated production systems. Duties include the supervision of the equipment, its maintenance and necessary repairs.

## The Electrical Contracting Industry Structure

There is a variety of organisations that you should be aware of within the industry and these are shown as follows:

### **The Electrical Contractors' Association (ECA)**

**[www.eca.co.uk](http://www.eca.co.uk)**

The ECA represents the interests of electrical installation companies in England, Wales and Northern Ireland and is the major association working within the electrical installation industry.

It was founded in 1901 and its member companies range in size from small traders with only a few employees to large multi-national organisations operating on a worldwide basis.

The aim of the ECA is to ensure that all electrical installation work is carried out to the highest standards by properly qualified staff. Consequently, firms who wish to become members of the ECA must demonstrate that they have procedures, staff and systems of the highest calibre.

### **The National Inspection Council for Electrical Installation Contracting (NICEIC)**

**[www.niceic.com](http://www.niceic.com)**

The NICEIC is an accredited certification body set up in 1956 to protect users of electricity against the hazards of unsafe and unsound electrical installations. It is the industry's independent electrical safety regulatory body and not a trade association.

The NICEIC maintains a register of approved electrical contractors (Approved Contractor Scheme) that meets the council's rules relating to enrolment and national technical safety standards including BS 7671 (IEE Wiring Regulations). The register is published annually and regularly updated on the NICEIC website so that consumers and specifiers can select contractors that are technically competent.

The council also employs inspecting engineers who make annual visits to approved contractors to assess their technical capability and inspect samples of their work.

### **Unite the Union**

**[www.unitetheunion.org](http://www.unitetheunion.org)**

All apprentices are entitled to join a trade union. The recognised trade union in the craft sector of the building services engineering sector is Unite the Union. Formerly the Amalgamated Engineering and Electrical Union (AEEU), and then Amicus, Unite is the UK's largest engineering union with over two million members.

When you begin your training with JTL you may be visited by a union representative. This person will discuss with you the benefits of union membership and, while it is not compulsory to do so, you may well choose to become a member of the union.

If you need further information, please talk to your JTL representative.

## The Electrical Contracting Industry Structure (continued)

### **The Joint Industry Board for the Electrical Contracting Industry (JIB)**

**[www.jib.org.uk](http://www.jib.org.uk)**

Formed in 1968, the Joint Industry Board for the Electrical Contracting Industry (JIB) came into existence as the result of an agreement between the ECA and the union.

Effectively the industrial relations' arm of the industry, the main responsibility of the JIB is to agree national working conditions and wage rates.

As a JTL Advanced Apprentice, you will be registered with the JIB and, provided a JIB member company employs you, you will be covered by all of their working conditions.

### **JTL**

**[www.jtltraining.com](http://www.jtltraining.com)**

Established in 1989, JTL is the leading training provider to the building services engineering sector and a registered charity, whose members are the ECA and Unite the Union (formerly Amicus). JTL is responsible for meeting the training needs of the industry.

JTL manages the training of approximately 8,000 electrotechnical, plumbing, engineering maintenance, heating and ventilating, property maintenance, and fire, emergency and security systems apprentices, who are employed by over 3,000 companies across England and Wales.

JTL works closely with the industry to ensure that the training provided is exactly what the industry requires, both in terms of its quality and its ability to meet current and future recruitment needs.

As a JTL apprentice, you will be assigned JTL representatives who will be involved with, and responsible for, the management of all aspects of your training. Please feel free to discuss your training with these people as and when you need to.

## The JTL Electrical Apprentice Training Programme

Consequently, the JTL training programme has been designed to assess your competence via a range of assessment methods that include site assessment and by recording of your competence in an ePortfolio (Smart Assessor).

Smart Assessor is an integral part of the assessment process and its use will be discussed with you in greater detail by your JTL appointed assessor at a later date.

Electricians will use engineering knowledge and understanding to apply their technical and practical skills. They will contribute to the design, development, manufacture, construction, commissioning, operation or maintenance of products, equipment, processes, systems or services.

### **Electricians must:**

- understand and apply the principles, practices and legislation for the termination and connection of conductors, cables and cords in electrical systems
- understand and apply the practices and procedures for the preparation and installation of wiring systems and electrotechnical equipment in buildings, structures and the environment
- understand and apply the principles, practices and legislation for the inspection, testing, commissioning and certification of electrotechnical systems and equipment in buildings, structures and the environment
- understand and apply the principles, practices and legislation for diagnosing and correcting electrical faults in electrotechnical systems and equipment in buildings, structures and the environment
- understand and apply the electrical principles associated with the design, building, installation and maintenance of electrical equipment and systems
- oversee and organise the work environment.

### **In addition, Installation Electricians must:**

- understand and apply the principles of planning and selection for the installation of electrotechnical equipment and systems in buildings, structures and the environment.

### **Maintenance Electricians must:**

- understand and apply the practices and procedures for planning and preparing to maintain electrotechnical systems and equipment.

In all of these activities, Electricians must understand and apply health and safety and environmental regulations, guidance notes and relevant codes of practice; and the requirements of the current edition of the Wiring Regulations.

## The JTL Electrical Apprenticeship Training Programme (continued)

### Electricians will be expected to:

- work reliably and effectively without close supervision
- accept responsibility for the work of themselves and others
- accept allocate and supervise technical and other tasks
- use oral, written and electronic methods for the communication of technical and other information
- work effectively with colleagues, other trades, clients, suppliers and the public
- undertake work in a way that contributes to sustainable development
- maintain and enhance competence in own area
- exercise responsibilities in an ethical manner.

### Qualifications

Candidates will be required to achieve the Level 3 Electrotechnical Qualification, (Installation) or (Maintenance).

Apprentices without Level 2 English and mathematics will need to achieve this level prior to completion of their apprenticeship.

### Link to professional registration

By the end of the apprenticeship the candidate will have satisfied the requirements for registration as Eng Tech by the Engineering Council. Successful completion also allows you to apply for your JIB/ECS Gold Card.

### Gateway Assessment

Gateway takes place before an end-point assessment (EPA) can start. Gateway is a formal meeting towards the end of the apprenticeship where the apprentice, employer and JTL representative meet to confirm:

- that the apprentice has completed their record of achievement, holds maths and English at Level 2
- that the completion of the Off-the-Job Training Log, as to attract government funding, a six hours per week minimum threshold has been set. This is the minimum amount of time that should be spent on occupational off-the-job training during an apprenticeship. The meeting will confirm the apprentice's readiness to take the end-point assessment
- that only apprentices who complete Gateway successfully can start the EPA.

## The JTL Electrical Apprentice Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as an electrical professional. You must pass this to complete your apprenticeship and become a fully qualified electrician.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The Plumbing Industry and the Role of the Plumber

As stated earlier, the plumbing industry is part of the construction industry and building services engineering sector. As a part of that sector, plumbing and domestic heating technicians plan, select, install, service, commission and maintain all aspects of plumbing and heating systems. This can be both inside and outside buildings and structures such as houses, hospitals, schools, factories and shops etc.

Building services engineering can include the provision of all the electricity, gas, water and ventilation services within a building and it can be seen to broaden the skills and responsibilities required of a plumber.

Consequently, the plumber's job will vary and be dependent upon the type and range of work that the employer does. However, all plumbers will have a broad range of similar technical knowledge and practical skills to enable them to carry out their work safely and correctly.

Some of the duties that a plumber will be expected to carry out are as follows:

- Install, maintain and repair plumbing services, both in and outside of buildings.
- Work indoors and outdoors and be prepared to sometimes work at height.
- Work with little or no supervision, relying on their own initiative.
- Be prepared to travel away from home.
- Develop good working relationships with all relevant people.
- Read both building and engineering drawings.
- Understand heating control wiring and circuit diagrams.
- Select (within limits) materials and equipment.
- Inspect and test plumbing installations.
- Diagnose and rectify faults on a range of circuits and equipment.
- Prepare written reports.

As you can see, the job of the plumber is varied and interesting and can offer a challenging career. Consequently, the training programme that you will be following as a JTL apprentice is designed to help you by meeting and delivering training to these standards and expectations.

## The Plumbing Industry Structure

There is a variety of organisations that you should be aware of within the industry and these are shown as follows:

### **The Association of Plumbing & Heating Contractors (APHC)** **[www.aphc.co.uk](http://www.aphc.co.uk)**

The APHC is the major trade association working within the plumbing industry. Trade associations provide a number of services to their members including technical support, legal advice, representation to government on industry-related matters, regular updates on the latest industry developments through their own magazines, raising the profile of the membership to potential customers and many others.

Its membership is made up of businesses ranging from sole-traders to larger organisations, with strict membership selection criteria to ensure a high standard of membership.

### **The Gas Safe Register** **[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**

The Gas Safe Register replaced the Council of Registered Gas Installers (CORGI) in 2009. It is the national watchdog for gas safety in the UK. The Gas Safe Register maintains an up-to-date register of competent and qualified gas installation businesses and ensures that they and their employees are aware of the requirement to register. The Gas Safe Register also raises the awareness of gas safety with consumers and encourages them only to employ registered gas installers.

### **Unite the Union** **[www.unitetheunion.org](http://www.unitetheunion.org)**

All apprentices are entitled to join a trade union. The recognised trade union in the craft sector of the building services engineering sector is Unite the Union. Formerly the Amalgamated Engineering and Electrical Union (AEEU), and then Amicus, Unite is the UK's largest engineering union with over two million members.

When you begin your training with JTL you may be visited by a union representative. This person will discuss with you the benefits of union membership and, while it is not compulsory to do so, you may well choose to become a member of the union.

If you need further information, please talk to your JTL representative.

### **The Joint Industry Board for Plumbing Mechanical Engineering Services (JIB)** **[www.jib-pmes.org.uk](http://www.jib-pmes.org.uk)**

Formed in 1972, the Joint Industry Board for Plumbing Mechanical Engineering Services (JIB-PMES) came into existence as the result of an agreement between the plumbing employers (represented by the APHC) and the union (represented by Amicus – formerly the EETPU). The JIB-PMES is effectively the industrial relations' arm of the industry and its main responsibility is to agree national working conditions and wage rates.

## The Plumbing Industry Structure (continued)

### **JTL**

**[www.jtltraining.com](http://www.jtltraining.com)**

Established in 1989, JTL is the leading training provider to the building services engineering sector and a registered charity, whose members are the ECA and Unite the Union (formerly Amicus). JTL is responsible for meeting the training needs of the industry.

JTL manages the training of approximately 8,000 electrotechnical, plumbing, engineering maintenance, heating and ventilating, property maintenance, and fire, emergency and security systems apprentices, who are employed by over 3,000 companies across England and Wales.

JTL works closely with the industry to ensure that the training provided is exactly what the industry requires, both in terms of its quality and its ability to meet current and future recruitment needs.

As a JTL apprentice, you will be assigned a JTL representative who will be involved with, and responsible for, the management of all aspects of your training. Please feel free to discuss your training with this person as and when you need to.

## The JTL Plumbing Apprenticeship Training Programme

The plumbing and domestic heating technician apprenticeship is a Level 3 apprenticeship. It includes training towards and achievement of the nationally recognised Level 3 Diploma in Plumbing and Domestic Heating.

You can expect your plumbing apprenticeship to last for approximately four years. During this time, you will develop your knowledge and skills through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL Centre or partner college in an agreed day or block release format.

The training programme includes core units on health and safety, plumbing processes and techniques and scientific principles. It covers all relevant systems i.e. cold water, hot water, central heating, rainwater and sanitation, as well as environmental technologies.

Towards the end of the training, you will follow a specialist pathway in one of: natural gas, solid fuel, oil or environmental technologies.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 2, then these will be included in your training programme as well.

### **Link to professional registration**

On completion of the health and safety assessment, you will have satisfied the requirements to obtain a Construction Skills Certification Scheme (CSCS) Card through the Joint Industry Board for Plumbing and Mechanical Engineering Services (JIB-PMES) at the appropriate grade.

By the end of the apprenticeship, you will have satisfied the requirements for registration as EngTech by the Engineering Council through the Chartered Institute of Plumbing and Heating Engineering (CIPHE) and or the Chartered Institute of Building Services Engineers (CIBSE).

### **Gateway Assessment**

Gateway takes place when you have completed your training and before the end-point assessment (EPA). It is a formal meeting where the apprentice, employer and JTL representative meet to confirm the apprentice is ready to take the EPA and has:

- achieved the Level 3 Diploma in Plumbing and Domestic Heating
- achieved Level 2 maths and English
- completed and logged at least six hours per week off-the-job training.

## The JTL Plumbing Apprenticeship Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a plumbing professional. You must pass this to complete your apprenticeship and become a fully qualified plumber.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The Engineering Maintenance Sector and the Role of the Engineering Technician

The engineering maintenance sector is part of the engineering, process, manufacturing and service industries.

As a part of that industry, maintenance personnel are likely, in general terms, to be responsible for minor installations, maintenance and repair of electrical, mechanical services, and equipment both inside and outside buildings and structures such as offices, hospitals, schools, factories, shops and industrial sites.

However, in recent years we have seen the introduction of new and more sophisticated equipment and systems into our commercial and industrial buildings. Known often as building services engineering, this can include the provision of all the electricity, gas, water and ventilation services within a building and it can be seen to broaden the skills and responsibilities required of a maintenance person.

The engineering maintenance role will vary and be dependent upon the type and range of work that the employer does. However, all technicians/engineers will have a broad range of similar technical knowledge and practical skills to enable them to carry out their work safely and correctly.

Some of the duties that a maintenance technician/engineer will be expected to carry out are listed below:

- Install, maintain and repair electrical/mechanical services, both in and outside of buildings.
- Work indoors and outdoors and be prepared sometimes to work at height.
- Complete preventative maintenance tasks.
- Fault diagnosis and correction of electrical and mechanical faults.
- Work with permits to work, risk assessments and method statements.
- Work with little or no supervision, relying on their own initiative.
- Be prepared to travel away from home.
- Develop good working relationships with all relevant people.
- Working knowledge of health and safety, electrical and mechanical regulations.
- Read both building and engineering drawings.
- Understand wiring and circuit diagrams.
- Select (within limits) materials and equipment.
- Inspect and test electrical installations and equipment.
- Inspect and test mechanical installations and equipment.
- Diagnose and rectify faults on a range of circuits and equipment, both electrical and mechanical.
- Prepare written reports and maintenance logs.

As you can see, the job of the maintenance technician/engineer is varied and interesting and can offer a challenging career. Consequently, the training programme that you will be following as a JTL apprentice has been designed to help you by meeting and delivering training to these standards and expectations.

## The Engineering Maintenance Industry Structure

There is a variety of organisations that you should be aware of within the industry and these are shown as follows:

### **Unite the Union**

**[www.unitetheunion.org](http://www.unitetheunion.org)**

All apprentices are entitled to join a trade union. The recognised trade union in the craft sector of the building services engineering sector is Unite the Union. Formerly the Amalgamated Engineering and Electrical Union (AEEU), and then Amicus, Unite is the UK's largest engineering union with over two million members.

When you begin your training with JTL you may be visited by a union representative. This person will discuss with you the benefits of union membership and, while it is not compulsory to do so, you may well choose to become a member of the union.

Should you require further information on this subject, please discuss the issue with your JTL representative.

### **EEF (The Manufacturers' Organisation)**

**[www.eef.org.uk](http://www.eef.org.uk)**

The EEF represents the interests of the manufacturing industry to government and European policy-makers via industry intelligence and business expertise; and networks with its members on a regional and national basis to develop skills and innovation in the industry.

### **JTL**

**[www.jtltraining.com](http://www.jtltraining.com)**

Established in 1989, JTL is the leading training provider to the building services engineering sector and a registered charity, whose members are the ECA and Unite the Union (formerly Amicus). JTL is responsible for meeting the training needs of the industry.

JTL manages the training of approximately 8,000 electrotechnical, plumbing, engineering maintenance, heating and ventilating, property maintenance, and fire, emergency and security systems apprentices, who are employed by over 3,000 companies across England and Wales.

JTL works closely with the industry to ensure that the training provided is exactly what the industry requires, both in terms of its quality and its ability to meet current and future recruitment needs.

As a JTL apprentice, you will be assigned a JTL representative who will be involved with, and responsible for, the management of all aspects of your training. Please feel free to discuss your training with this person as and when you need to.

### **Science Engineering Manufacturing Technologies Alliance (SEMTA)**

**[www.semta.org.uk](http://www.semta.org.uk)**

The organisation represents the interests of engineering employers to the Government to ensure that the skill and training interests of the engineering sector are met. To achieve this, SEMTA also works in partnership with employers in the following areas: research and development; developing national training models, including apprenticeships; and monitoring occupational standards to promote careers in engineering across the UK.

# The JTL Engineering Technician Apprenticeship Training Programme

The JTL training scheme leads to the achievement of NVQ Extended Diploma Level 3 status. The overall scheme is not dependent on time-serving, but instead apprentices move through the various stages based upon the successful completion of a preceding stage.

However, our experience in training engineering maintenance apprentices shows us that the average time taken to complete the training and qualify is likely to be about four years. The various stages of the apprenticeship scheme are shown as follows:

Occupational Pathway	Foundation Phase	Development Phase
Mechatronics Maintenance Technician	Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence)	Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) – Mechatronics Maintenance Technician plus the following technical knowledge qualification: Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge)

## Qualifications and development

All apprentices will be required to achieve as a minimum:

- an employer-approved Level 2 Foundation Competence qualification
- an employer-approved Level 3 Development Competence qualification
- an employer-approved Level 3 Technical Knowledge qualification
- apprentices without Level 2 English and maths will need to achieve this level prior to taking end-point assessment.

All of the qualification requirements in the foundation and development phases are mandatory outcomes for the completion and final certification of the Apprenticeship Standard. Each qualification has a core and options approach and employers will select the most applicable pathway and unit options to meet their organisational requirements.

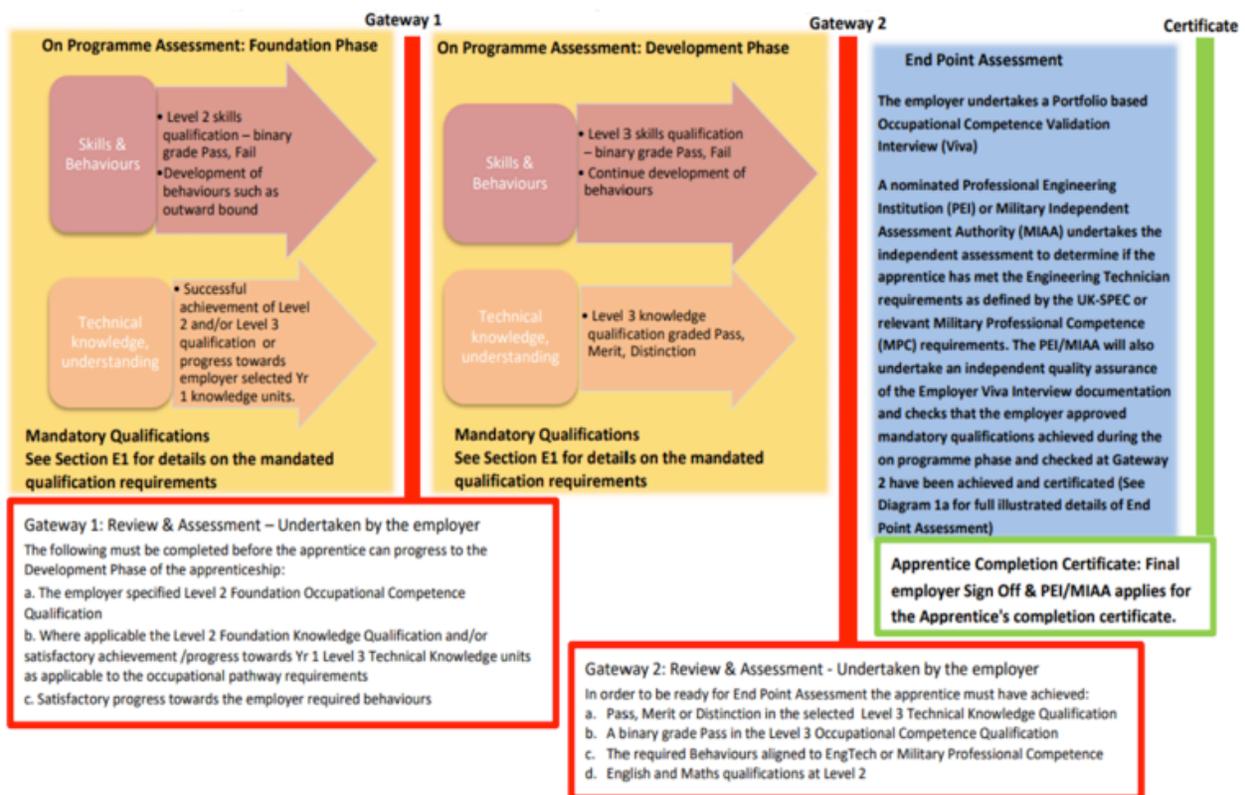
There will be an end point assessment during the final phase of the Apprenticeship where the apprentice will need to demonstrate to the employer how they have achieved full occupational competence against, skills, knowledge and behaviours, set out in the Standard. On successful completion of the end-point assessment and employer endorsement phase (final sign off) apprentices will be then be put forward to be awarded their apprenticeship completion certificate.

# The JTL Engineering Technician Apprenticeship Training Programme (continued)

## Professional recognition

Completion of the apprenticeship is designed to be recognised by relevant Professional Engineering Institutions at the appropriate level of professional registration (EngTech).

## Summary approach to 'On-Programme' and End-Point Assessment



Source: [https://www.instituteforapprenticeships.org/media/4673/st0457\\_engineering-technician\\_i3\\_ap-for-publication\\_181120.pdf](https://www.instituteforapprenticeships.org/media/4673/st0457_engineering-technician_i3_ap-for-publication_181120.pdf)

## Gateway Assessment

Gateway takes place before an end-point assessment (EPA) can start. Gateway is a formal meeting towards the end of the apprenticeship where the apprentice, employer and JTL representative meet to confirm:

- that the apprentice has completed their record of achievement, holds maths and English at Level 2
- that the completion of the Off-the-Job Training Log, as to attract government funding, a six hours per week minimum threshold has been set. This is the minimum amount of time that should be spent on occupational off-the-job training during an apprenticeship. The meeting will confirm the apprentice's readiness to take the end-point assessment
- that only apprentices who complete Gateway successfully can start the EPA.

## The JTL Engineering Technician Apprenticeship Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as an engineering technician professional. You must pass this to complete your apprenticeship and become a fully qualified engineering technician.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The Building Services Engineering Industry Structure and the Role of the Building Services (Heating and Ventilating) Engineer

Building Services Engineering makes buildings work. It is a specialist branch of engineering within the construction sector that focuses on the large-scale environmental system components for heating and cooling industrial and commercial buildings. These are the heating, chilled water, hot water and cold water systems that are used in industrial and commercial buildings such as office blocks, factories, schools and hospitals. These engineering systems operate by moving temperature-controlled water around the inside of buildings, providing heating and cooling, and utilise fossil fuels and sustainable energy systems.

A building services engineer's job will vary and be dependent upon the type and range of work that the employer carries out. However, all heating engineers will have a broad range of similar technical knowledge and practical skills to enable them to accomplish their work safely and correctly.

Some of the duties that a building services engineer will be expected to carry out are as follows:

- Install, maintain and repair heating services, both in and outside of buildings.
- Work indoors and outdoors and be prepared sometimes to work at height.
- Work with little or no supervision, relying on their own initiative.
- Be prepared to travel away from home.
- Develop good working relationships with all relevant people.
- Read both building and engineering drawings.
- Understand heating and hot and cold water services' pipework diagrams.
- Select (within limits) materials and equipment.
- Inspect and test heating installations.
- Diagnose and rectify faults on a range of systems and equipment.
- Prepare written reports.

As you can see, the job of the building services engineer is varied and interesting and can offer a challenging career. Consequently, the training programme that you will follow as a JTL apprentice is designed to help you by meeting and delivering training to these standards and expectations.

## The Building Services Engineering (Heating and Ventilating) Industry Structure

There is a variety of organisations that you should be aware of within the industry and these are shown as follows:

### **Building Engineering Services Association (BESA)**

**[www.thebesa.com](http://www.thebesa.com)**

The Building Engineering Services Association is the UK's leading trade organisation for building engineering services contractors – representing the interests of firms active in the design, installation, commissioning, maintenance, control and management of engineering systems and services in buildings.

### **The Gas Safe Register**

**[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**

The Gas Safe Register replaced the Council of Registered Gas Installers (CORGI) in 2009. It is the national watchdog for gas safety in the UK. The Gas Safe Register maintains an up-to-date register of competent and qualified gas installation businesses and ensures that they and their employees are aware of the requirement to register. The Gas Safe Register also raises the awareness of gas safety with consumers and encourages them to only employ registered gas installers.

### **Unite the Union**

**[www.unitetheunion.org](http://www.unitetheunion.org)**

All apprentices are entitled to join a trade union. The recognised trade union in the craft sector of the building services engineering sector is Unite the Union. Formerly the Amalgamated Engineering and Electrical Union (AEEU), and then Amicus, Unite is the UK's largest engineering union with over two million members.

When you begin your training with JTL you may be visited by a union representative. This person will discuss with you the benefits of union membership and, while it is not compulsory to do so, you may well choose to become a member of the union.

If you need further information, please talk to your JTL representative.

### **JTL**

**[www.jtltraining.com](http://www.jtltraining.com)**

Established in 1989, JTL is the leading training provider to the building services engineering sector and a registered charity, whose members are the ECA and Unite the Union (formerly Amicus). JTL is responsible for meeting the training needs of the industry.

JTL manages the training of approximately 8,000 electrotechnical, plumbing, engineering maintenance, heating and ventilating, property maintenance, and fire, emergency and security systems apprentices, who are employed by over 3,000 companies across England and Wales.

JTL works closely with the industry to ensure that the training provided is exactly what the industry requires, both in terms of its quality and its ability to meet current and future recruitment needs.

As a JTL apprentice, you will be assigned a JTL representative who will be involved with, and responsible for, the management of all aspects of your training. Please feel free to discuss your training with this person as and when you need to.

## The JTL Building Services Engineering (Heating and Ventilating) Apprenticeship Training Programme

JTL offers three different training programmes with Building Services Engineering:

- Building Services Engineering Installer
- Building Services Engineering Craftsperson
- Building Services Engineering Service and Maintenance Engineer

The programme you are following will have been agreed with your employer and will depend on the type of building services engineering work you do.

### Building Services Engineering Installer

Installers install large-scale environmental system components for heating and cooling industrial and commercial buildings. Installers have a basic knowledge of the systems and how the components within systems relate to each other. They work within new build construction sites and existing buildings under close, but not constant, supervision.

The installer apprenticeship is a Level 2 apprenticeship. It includes training towards and achievement of the nationally recognised City & Guilds Level 2 Heating and Ventilating Installer Qualification.

You can expect your apprenticeship to last for approximately two years. During this time, you will develop your skills, knowledge and behaviours through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL partner college in an agreed day or block release format.

The training programme includes core units on health and safety, scientific principles, pipework and communication. It covers all relevant systems i.e. cold water, hot water, heating and chilled water.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 1, then these will be included in your training programme as well.

### Gateway Assessment

Gateway takes place when you have completed your training and before the end-point assessment (EPA). It is a formal meeting where the apprentice, employer and JTL representative meet to confirm the apprentice is ready to take the EPA and has:

- achieved the Level 2 Heating and Ventilating Installer qualification
- achieved Level 1 maths, English and ICT
- completed and logged at least six hours per week off-the-job training.

## The JTL Building Services Engineering (Heating and Ventilating) Apprenticeship Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a heating and ventilating installer. You must pass this to complete your apprenticeship and become a fully qualified engineer.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The JTL Building Services Engineering (Heating and Ventilating) Apprenticeship Training Programme (continued)

### Building Services Engineering Craftsperson

Craftspersons design, install and service engineering systems used to heat large buildings like factories and hospitals. Craftspersons have a detailed knowledge of the system's operating principles. They work within new build construction sites and existing buildings on their own, proficiently and without supervision.

The craftsperson apprenticeship is a Level 3 apprenticeship. It includes training towards and achievement of the nationally recognised City & Guilds Level 3 Heating and Ventilating Craftsperson Qualification.

You can expect your apprenticeship to last for approximately three years. During this time, you will develop your knowledge and skills through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL partner college in an agreed day or block release format.

The training programme includes core units on health and safety, scientific principles, resources and water regulations. It covers complex industrial and commercial systems i.e. cold water, hot water, heating and chilled water.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 2, then these will be included in your training programme as well.

### Gateway Assessment

Gateway takes place when you have completed your training and before the end-point assessment (EPA). It is a formal meeting where the apprentice, employer and JTL representative meet to confirm the apprentice is ready to take the EPA and has:

- achieved the Level 3 Heating and Ventilating Craftsperson qualification
- achieved Level 2 maths and English and Level 1 ICT
- completed and logged at least six hours per week off-the-job training.

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a heating and ventilating craftsperson. You must pass this to complete your apprenticeship and become a fully qualified engineer.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

## The JTL Building Services Engineering (Heating and Ventilating) Apprenticeship Training Programme (continued)

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The JTL Building Services Engineering (Heating and Ventilating) Apprenticeship Training Programme (continued)

### Building Services Engineering Service and Maintenance Engineer

Service and maintenance engineers plan and complete a range of maintenance work such as ventilating, heating, water supply, waste (effluent discharge) and drainage. This includes related electrical isolation, disconnection, reconnection and reactivation. They also complete planned preventative maintenance and undertake any required remedial repairs. In addition, they monitor and manage the operation of plant and equipment through building and energy management systems.

The service and maintenance engineering apprenticeship is a Level 3 apprenticeship. You can expect your apprenticeship to last for approximately four years. During this time, you will develop your skills, knowledge and behaviours through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL partner college in an agreed day or block release format.

The training programme includes core units on health and safety, scientific principles, planning and preparation and environmental protection measures. It covers complex industrial and commercial systems i.e. cold water, hot water, heating and chilled water.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 2, then these will be included in your training programme as well.

### Gateway Assessment

Gateway takes place when you have completed your training and before the end-point assessment (EPA). It is a formal meeting where the apprentice, employer and JTL representative meet to confirm the apprentice is ready to take the EPA and has:

- produced their record of achievement
- achieved Level 2 maths and English
- completed and logged at least six hours per week off-the-job training.

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a heating and ventilating engineer. You must pass this to complete your apprenticeship and become a fully qualified engineer.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

## The JTL Building Services Engineering (Heating and Ventilating) Apprenticeship Training Programme (continued)

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

# The JTL Property Maintenance Operative Apprenticeship Training Programme

## Property Maintenance Operative

Property maintenance operatives ensure that buildings are in a safe working condition. Their primary role is to optimise property condition and quality and to ensure the building is kept in a safe working condition. Property maintenance operatives need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests and team. They will understand the mechanism of buildings including electrical, plumbing, plant, safety systems and equipment. They will provide first and immediate response to fault-finding, while maximising quality and ensuring cost effectiveness. They will ensure prevention of major damage that could result in extensive costs and minimise reactive intervention.

Job roles include: maintenance assistant, property engineer, facilities assistant, maintenance engineer, maintenance manager, maintenance technician, caretaker, janitor, multi-skilled technician, and premises manager. Work takes place in a wide range of sectors including: housing, healthcare, social care, hospitality, education, commercial properties, leisure, retail, public and private sector buildings.

The property and maintenance operative apprenticeship is a Level 2 apprenticeship. It includes training towards and achievement of the nationally recognised City & Guilds Level 2 Diploma in Property Maintenance.

You can expect your apprenticeship to last between 12 and 18 months. During this time, you will develop your knowledge and skills through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL college in an agreed day or block release format.

The training programme includes core units on health and safety, customer service, preventative maintenance, painting and tiling, plumbing, electrical testing and repairs and working with external contractors.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 1, then you will work towards these in your training programme as well.

## Link to professional registration

You will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership while you are studying.

## Gateway Assessment

Gateway takes place when you have completed your training and before the end-point assessment (EPA). It is a formal meeting where the apprentice, employer and JTL representative meet to confirm the apprentice is ready to take the EPA and has:

- achieved the Level 2 Diploma in Property Maintenance
- achieved Level 1 maths and English
- completed and logged at least six hours per week off-the-job training

## The JTL Property Maintenance Operative Apprentice Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a property maintenance professional. You must pass this to complete your apprenticeship and become a fully qualified property maintenance operative.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The Fire, Emergency and Security Systems Industry and the Role of the Engineer/Technician

The engineering maintenance sector is part of the engineering, process, manufacturing and service industries. Fire, Emergency and Security Systems Technicians design, install, commission and maintain electronic systems in and outside simple and complex premises to protect individuals, homes and properties from risk and danger.

Systems include fire, security and emergency systems to detect intrusion, provide surveillance, monitor and control access to buildings, properties and sites or to detect fire and emergencies.

Skills include interconnection of equipment, programming, verifying performance/fault-finding and testing and maintaining. Technicians will carry out planned jobs to install new systems, modify and maintain existing systems as well as respond to call-outs to repair faulty systems where they will utilise their problem-solving skills.

You will take a professional approach to customer service skills which include being presentable, tidy and respectful as they can often find themselves working in and outside customers' homes as well as in and outside business premises.

It is important for Fire, Emergency and Security Systems Technicians to be able to work independently or as part of a team and use their knowledge and skills to ensure systems have been appropriately selected and installed and maintained to a professional industry standards, often without any supervision, and done so in a safe, efficient and economical manner to minimise waste.

An important part of the programme are looking at your competency in the industry from a skills, knowledge and behaviours respect. These are all an integral part of the qualification. These behaviours include:

Behaviours	What is required?
<b>Honesty and integrity</b>	Develop and retain trust with customers and colleagues by undertaking responsibilities in an ethical and empathetic manner.
<b>Dependable and responsible</b>	Show commitment through being punctual, reliable, diligent and professional. Take responsibility for own judgements and actions to achieve quality-focussed outcomes.
<b>Positive can-do attitude</b>	Demonstrate drive and flexibility in fulfilling requirements of role.
<b>Openess to learning</b>	Take responsibility and fulfil own development and the needs of others. Keep up-to-date with best practice. Maintain continuous professional development.
<b>Work with others</b>	Work productively and engage with colleagues, clients, other trades, suppliers and the public.
<b>Safe and sustainable working</b>	Take responsibility for promoting a healthy and safe working environment. Give consideration to appropriate use of resources and own actions taking into account the impact on environmental, social and economic factors.

## The Fire, Emergency and Security Systems Industry and the Role of the Engineer/Technician (continued)

Exactly what you work on will depend on the type of contracts that your employer engages with. As detailed above, this can include domestic, industrial or commercial premises and may include fire and/or security, depending on the pathway chosen.

Generic job titles recognised across the industry for Alarm/Fire/Emergency and Security Systems can include:

- Installer
- Maintainer
- Engineer
- Technician

As you can see, the job of the fire and security technician/engineer is varied and interesting and can offer a challenging career. Consequently, the training programme that you will be following as a JTL apprentice has been designed to help you by meeting and delivering training to these standards and expectations.

## The Fire, Emergency and Security Systems Industry Structure

There is a variety of organisations that you should be aware of within the industry and these are shown as follows:

### **National Security Inspectorate [www.nsi.org.uk](http://www.nsi.org.uk)**

The National Security Inspectorate (NSI) is recognised as the leading certification body for the security and fire protection industries in the UK. For over 40 years, they have helped protect businesses and homeowners by providing robust, high quality audits of home and business security and fire safety service providers. Businesses and homeowners who choose NSI approved companies have the reassurance that their chosen contractors will work to the highest industry standards demanded by the Police, Fire and Rescue Services and the insurance industry. The NSI Directory lists all the companies who have successfully achieved NSI certification.

### **Security Systems and Alarms Inspection Board [www.ssaib.org](http://www.ssaib.org)**

The Security Systems and Alarms Inspection Board (SSAIB) is the leading certification body for organisations providing security systems and services, fire detection and alarm systems, telecare systems and services, manned security services and monitoring services.

SSAIB is a Security Industry Authority (SIA) approved certification body – in respect of the SIA Approved Contractors Scheme – that operates within the UK. They also offer certification for firms based in the Republic of Ireland as well.

### **The Electrotechnical Skills Partnership [www.the-esp.org.uk](http://www.the-esp.org.uk)**

The Electrotechnical Skills Partnership (TESP) delivers projects to support the industry's skills needs. They strive to maintain high standards of relevant, valued vocational training; inspire young people to choose electrotechnical careers, support re-training and upskilling, provide useful information about valid career routes and ensure qualifications are robust, rigorous and meaningful.

This is a new qualification supported by industry employers, and it's this employer involvement on TESP's board and engagement with industry employer groups that means they are continually trying to ensure that what's being developed meets the needs of today's electrical contractors and those working in the sector.

### **Apprentices for Fire & Security [www.a4fs.org](http://www.a4fs.org)**

Apprentices for Fire & Security is an industry initiative that aims to place Apprentices into careers in the Fire and Security industry. They support employers looking to home grow their own robust, long-lasting talent pipeline that will become instrumental in taking their business forward in the future. But they also support apprentices looking for the first step on a rewarding career path. Apprentices for Fire & Security can help to match vacancies or candidates in an array of fields within these sectors.

They appreciate that the Fire and Security industry can offer a diverse range of career paths including engineering, IT, product design, marketing, sales and many more. Apprentices for Fire & Security offers a credible route into a solid future career and the opportunity to earn while you learn.

## The Fire, Emergency and Security Systems Industry Structure (continued)

### **Unite the Union**

**[www.unitetheunion.org](http://www.unitetheunion.org)**

All apprentices are entitled to join a trade union. The recognised trade union in the craft sector of the building services engineering sector is Unite the Union. Formerly the Amalgamated Engineering and Electrical Union (AEEU), and then Amicus, Unite is the UK's largest engineering union with over two million members.

When you begin your training with JTL you may be visited by a union representative. This person will discuss with you the benefits of union membership and, while it is not compulsory to do so, you may well choose to become a member of the union.

If you need further information, please talk to your JTL representative.

### **JTL**

**[www.jtltraining.com](http://www.jtltraining.com)**

Established in 1989, JTL is the leading training provider to the building services engineering sector and a registered charity, whose members are the ECA and Unite the Union (formerly Amicus). JTL is responsible for meeting the training needs of the industry.

JTL manages the training of approximately 8,000 electrotechnical, plumbing, engineering maintenance, heating and ventilating, property maintenance, and fire, emergency and security systems apprentices, who are employed by over 3,000 companies across England and Wales.

JTL works closely with the industry to ensure that the training provided is exactly what the industry requires, both in terms of its quality and its ability to meet current and future recruitment needs.

As a JTL apprentice, you will be assigned JTL representatives who will be involved with, and responsible for, the management of all aspects of your training. Please feel free to discuss your training with these people as and when you need to.

## The JTL Fire, Emergency and Security Systems Apprentice Training Programme

### The Fire, Emergency and Security Systems Apprenticeship

The fire, emergency and security systems apprenticeship is an industry recognised Level 3 standard.

You can expect your fire and security apprenticeship to last for approximately three years. During this time, you will develop your knowledge and skills through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL Centre or partner college in an agreed day or block release format.

The training programme includes all relevant areas such as health and safety, electrical competency and components, legislation and standards, design and installation, commissioning and maintenance, documentation and certification, system technologies, system products and technologies of the future.

Towards the end of the training, you will also focus on a specialist pathway in one of: fire, security or a combined fire and security route working towards your End-point assessment discussed later.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 2, then these will be included in your training programme as well. You cannot complete the full programme without it.

### Link to professional registration

By the end of the apprenticeship you will have satisfied the requirements for registration as EngTech by the Engineering Council. On successful completion of the full apprenticeship, you will also be eligible to apply for your JIB Gold Card.

### Gateway Assessment

Gateway is a formal meeting towards the end of the apprenticeship where the apprentice, employer and JTL representative meet to confirm that the apprentice has completed their record of achievement and holds maths and English at Level 2. BPEC or Highfield also need the pass confirmation for the Apprentices ECS Health and Safety Assessment. In addition, we must also confirm the completion of the Off-the-Job Training Log, as to attract government funding, a six hours per week minimum threshold has been set. This is the minimum amount of time that should be spent on occupational off-the-job training during an apprenticeship. The meeting will confirm your readiness to take the end-point assessment.

## The JTL Fire, Emergency and Security Systems Apprentice Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a fire, emergency and security systems professional. You must pass this to complete your apprenticeship and become a fully qualified technician.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## The Gas Engineering Industry and the Role of the Gas Engineer

Gas engineering is part of the construction industry and building services engineering sector. As a part of that sector, gas engineers install and maintain gas appliances in domestic or non-domestic settings, advising customers on how appliances work and how to use energy more efficiently. Appliances can include, but are not limited to, a range of work categories such as central heating boilers, unvented hot water storage, ducted air heaters, cookers, space heaters, meters, alternative fuel, boosters, testing and purging for industrial pipework. Gas engineering operates strictly within the requirements of health and safety legislation.

A gas engineer's job will vary and be dependent upon the type and range of work that the employer does. However, all gas engineers will have a broad range of similar technical knowledge and practical skills to enable them to carry out their work safely and correctly.

Some of the duties that a gas engineer will be expected to carry out are as follows:

- Install, maintain and repair gas appliances.
- Be prepared to sometimes work at height or in confined spaces.
- Use and maintain tools, equipment and personal protective equipment (PPE)
- Work with little or no supervision, relying on their own initiative.
- Be prepared to travel away from home.
- Develop good working relationships with customers, colleagues and people from other trades.
- Read and follow technical documentation.
- Work in compliance with regulations and technical guidance

As you can see, the job of the gas engineer is varied and interesting and can offer a challenging career. Consequently, the training programme that you will be following as a JTL apprentice is designed to help you by meeting and delivering training to these standards and expectations.

## The Gas Engineering Industry Structure

There is a variety of organisations that you should be aware of within the industry and these are shown as follows:

### **The Association of Plumbing & Heating Contractors (APHC)**

**[www.aphc.co.uk](http://www.aphc.co.uk)**

The APHC is the major trade association working within the gas and plumbing industry. Trade associations provide a number of services to their members including technical support, legal advice, representation to government on industry-related matters, regular updates on the latest industry developments through their own magazines, raising the profile of the membership to potential customers and many others.

Its membership is made up of businesses ranging from sole-traders to larger organisations, with strict membership selection criteria to ensure a high standard of membership.

### **The Gas Safe Register**

**[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**

The Gas Safe Register replaced the Council of Registered Gas Installers (CORGI) in 2009. It is the national watchdog for gas safety in the UK. The Gas Safe Register maintains an up-to-date register of competent and qualified gas installation businesses and ensures that they and their employees are aware of the requirement to register. The Gas Safe Register also raises the awareness of gas safety with consumers and encourages them only to employ registered gas installers.

### **Unite the Union**

**[www.unitetheunion.org](http://www.unitetheunion.org)**

All apprentices are entitled to join a trade union. The recognised trade union in the craft sector of the building services engineering sector is Unite the Union. Formerly the Amalgamated Engineering and Electrical Union (AEEU), and then Amicus, Unite is the UK's largest engineering union with over two million members.

When you begin your training with JTL you may be visited by a union representative. This person will discuss with you the benefits of union membership and, while it is not compulsory to do so, you may well choose to become a member of the union.

If you need further information, please talk to your JTL representative.

### **The Joint Industry Board for Plumbing Mechanical Engineering Services (JIB)**

**[www.jib-pmes.org.uk](http://www.jib-pmes.org.uk)**

Formed in 1972, the Joint Industry Board for Plumbing Mechanical Engineering Services (JIB-PMES) came into existence as the result of an agreement between the plumbing employers (represented by the APHC) and the union (represented by Amicus – formerly the EETPU). The JIB-PMES is effectively the industrial relations' arm of the industry and its main responsibility is to agree national working conditions and wage rates.

## The Gas Engineering Industry Structure (continued)

### **JTL**

**[www.jtltraining.com](http://www.jtltraining.com)**

Established in 1989, JTL is the leading training provider to the building services engineering sector and a registered charity, whose members are the ECA and Unite the Union (formerly Amicus). JTL is responsible for meeting the training needs of the industry.

JTL manages the training of approximately 8,000 electrotechnical, plumbing, engineering maintenance, heating and ventilating, property maintenance, fire, emergency and security systems, and gas engineering apprentices, who are employed by over 3,000 companies across England and Wales.

JTL works closely with the industry to ensure that the training provided is exactly what the industry requires, both in terms of its quality and its ability to meet current and future recruitment needs.

As a JTL apprentice, you will be assigned a JTL representative who will be involved with, and responsible for, the management of all aspects of your training. Please feel free to discuss your training with this person as and when you need to.

# The JTL Gas Engineering Operative Apprenticeship Training Programme

## The Gas Engineering Operative Apprenticeship

The gas engineering operative apprenticeship is a Level 3 apprenticeship. It includes training towards and achievement of the nationally recognised Level 3 Diploma in Gas Engineering.

You can expect your gas engineering apprenticeship to last between 18 and 30 months depending on your prior experience. During this time, you will develop your knowledge and skills through a combination of on-the-job training (on-site with your employer) and regular formal training at a JTL Centre or partner college in an agreed day or block release format.

The training programme includes core units on health and safety; scientific principles; combustion and properties of gas; buildings, services and structures. Practical training covers installation, commissioning, servicing, maintenance and fault finding.

A key component of the programme will be assessment of your competence in your workplace. This will be done by your JTL assessor who will visit you at work. They will explain the assessment process to you in detail and let you know what you are expected to do.

If you do not already hold maths and English qualifications at Level 2, then these will be included in your training programme as well.

### Link to professional registration

Registration with Gas Safe<sup>®</sup> Register for four appliances.

In achieving a pass or a distinction in this apprenticeship, the successful apprentice will be eligible to apply for membership with the Institution of Gas Engineers & Managers (IGEM) professional registration as an Engineering Technician (EngTech).

### Gateway Assessment

Gateway takes place when you have completed your training and before the end-point assessment (EPA). It is a formal meeting where the apprentice, employer and JTL representative meet to confirm the apprentice is ready to take the EPA and has:

- achieved the Level 3 gas engineering qualification
- produced a gas work log including Gas Safe<sup>®</sup> registration
- achieved Level 2 maths and English
- completed and logged at least six hours per week off-the-job training.

## The JTL Gas Engineering Operative Apprentice Training Programme (continued)

### Completion of the apprenticeship

The final stage of the apprenticeship is the end-point assessment (EPA). This is your opportunity to demonstrate everything you have learned and prove your competence as a gas engineering professional. You must pass this to complete your apprenticeship and become a fully qualified gas engineer.

The EPA consists of a knowledge test, a practical test and an interview. Grades of pass, merit and distinction are available.

Don't worry, JTL will work with you and your employer to make sure you are fully prepared for this.

It is a scheme requirement that you liaise closely with your employer and JTL representative in the lead up to taking your EPA. You will not be allowed to take it unless you are deemed competent to do so.

JTL will only pay the cost of the first attempt at the EPA directly to the EPA centre. Employers will be responsible for meeting the cost of any resits directly.

Once you have successfully completed the end-point assessment, the end-point assessment organisation will apply for your apprenticeship completion certificate. This is the essential component to allow your completion of your apprenticeship. **Your apprenticeship is not complete without it!**

**Now please turn to [page 44](#) and start reading from 'Your First Day with your Employer' to the end of the document.**

## Your First Day with your Employer

### Getting there

It is always important to create the right impression and starting work with your employer is no different.

You must report for work on the correct date, in the right place and at the correct time. This information may have been given to you at the interview with your company, or perhaps they wrote to you to inform you of the start details.

Irrespective of how you received the information, it's always sensible to arrive about 15 minutes early for any appointment so that you can help create a good impression. So check your travel arrangements to make sure that you are able to arrive on time.

It is very important that you contact your employer immediately if there is some reason why you cannot start on the date specified. It is possible, provided your reason is acceptable to your company, that they may be able to arrange an alternative starting date. However, please remember that it is your responsibility to get to work on time.

### What should I wear?

You should always dress in suitable clothes for the work that you will be doing, although different employers can have differing requirements.

Some companies expect you to report to the office on your first day so that you can be given an induction talk about the rules and procedures of the company. If this happens to you, then you should arrive smartly dressed, displaying no particular fashion excesses, in comfortable clothing suitable for an office environment. However, in most cases you will be required to report directly to the site and should therefore be prepared for site work.

Your work can be messy and you will certainly come into situations where oil and dirt will damage your everyday clothes. For this reason, your employer will advise you on the appropriate clothing to wear and inform you of any specific items of clothing that the company will supply for you.

Some companies provide their employees with overalls, which you will be expected to wear. Normally when this happens you are given more than one set, with the expectation that you will always be in a position to be clean and smartly dressed, an important factor both in terms of your personal hygiene and projecting the best company image.

### Will I need special footwear?

The simple answer is, yes!

Work sites can be dangerous places with many potential hazards. It is therefore essential that you arrive on-site with the correct footwear to protect your feet.

Your employer will have completed a risk assessment of the working environment and, where the risks cannot be controlled by any other means, you may be required to wear safety boots or shoes. Where you are required to wear safety boots or shoes in the course of your work, these will be supplied free of charge by your employer. This footwear should be capable of giving your feet, especially the toes and instep, good protection against sharp and falling objects with most having steel reinforced toecaps and additional protection around other vulnerable areas.

## Your First Day with your Employer (continued)

Trainers and other types of canvas shoe are **NOT** suitable and should **NOT** be worn on-site. As part of your training will also take place in a JTL-approved training centre, you are unlikely to be allowed entry to the workshops unless wearing the appropriate footwear.

### **Will I need any tools?**

No-one will expect you to own a full set of tools when you start work and you do not need to spend a great deal of money to begin with. Some basic tools are all you need to start with and your employer will be able to advise you which ones are required. Then, as you gain more experience, you can acquire more tools to meet your developing needs.

If you do purchase tools you should only buy good quality tools, as they will last longer and prove less expensive in the long run. As time goes by, you may need specific tools to carry out special tasks, but your employer will supply these as and when required.

That said, having your own tools gives a feeling of independence and allows you to practise using them. You should consider buying a lockable toolbox to keep them in and it's also in your interest to insure them against loss or theft. Many insurance companies offer a policy for just this purpose.

## Your First Day at the Training Centre

As we said earlier, you will need to attend a course of training and further education at a JTL-approved training centre for part of your apprenticeship.

As with your on-site work with your employer, it's important to create the right impression, so make sure you arrive at the training centre on the correct date and at the right time and that you're in the right location and reporting to the correct person.

Normally your JTL representative will have given this information to you, in writing. However, your employer may also have provided it.

As with office work, you should arrive on the first day comfortably dressed and displaying no particular fashion excesses. You will be expected to wear suitable site clothing when working in the workshop; the training centre staff will advise you when this will be. If you do arrive in casual clothing on these days, you will not be allowed into the workshop.

During your first days at the training centre JTL will provide certain reference material, but you will need to bring the following items with you:

- your National Insurance (NI) number
- proof of all your GCSE examinations and previous Key and/or Functional Skills achievements
- pens, pencils, ruler etc.
- calculator
- A4 lined writing pad
- A4 ring binder

Your first part of the training centre attendance will be devoted to induction and will include a discussion of the following topics:

### Structure of the industry

(This will vary depending on your occupational area.)

- a brief industry history
- various industry sectors (installation/maintenance/manufacturing)
- contractors (main and sub-contractors)
- The Electrical Contractors' Association or the Association of Plumbing and Heating Contractors or the Heating and Ventilating Contractors' Association or AEMT
- trade unions
- JIB for the electrical contracting industry or the JIB-PMES for plumbing mechanical engineering services and their national working rules
- NICEIC
- JTL

## Your First Day at the Training Centre (continued)

### Processes and trades

- the work of the electrician, plumber, maintenance engineer or heating engineer
- working with other trades
- site organisation (clients, architects, consulting engineers etc)
- site safety (rules, regulations, responsibilities etc)

### Conditions of employment

- wages
- hours (rules, time sheets, overtime etc)
- holiday arrangements and pay
- trade union membership
- JIB registration
- sickness benefit
- redundancy payment
- contract of employment
- income tax
- National Insurance Contributions (NIC)
- health, safety and welfare

### Employers (general guidance)

- company structure
- who does what
- rules and regulations
- sickness and other reporting systems
- the customer

### Your training and education

- stages of your JTL apprenticeship scheme
- course pattern and duration
- course content
- transferable skills
- training centre rules (attendance times, emergency procedures etc)
- health and safety (regulations, emergency procedures, workshop policy etc)

## Your First Day at the Training Centre (continued)

### Career development and progression

- Apprenticeship scheme
- NVQ Diplomas
- Further Education courses (City & Guilds, EAL and BTEC)
- Government-funding and the role of the Educational Skills Funding Agency or the Welsh Government
- JIB and SkillCard grading
- Foundation Degrees

Please be aware that each employer is also expected to give you a full induction, following a range of topics advised by JTL. Once induction has been completed, the course really begins and will include practical training.

### Transferable skills

In addition, usually in your first year only, the following Essential/Functional Skills may be delivered/assessed where applicable:

Title	Electrical	Plumbing	Engineering Maintenance	Heating and Ventilating	Property Maintenance	Fire, Emergency and Security Systems	Gas Engineering Operative
Mathematics	Level 2	Level 2	Level 2	Level 1 or 2	Level 1	Level 2	Level 2
English	Level 2	Level 2	Level 2	Level 1 or 2	Level 1	Level 2	Level 2

For some apprenticeships, completion of an ICT Functional Skills qualification may also be required. (More in-depth detail of transferable skills will be given as part of your initial induction session, and they are explicitly detailed in your Individual Learning Plan.)

### Personal learning and thinking skills (PLTS)

These will be cross-referenced to the qualifications and work activities completed throughout the apprenticeship by apprentice and assessor.

## Working Safely

All employers are covered by the Health and Safety at Work etc. Act 1974 (HASAWA) and this places certain specific duties on both employers and employees, which must be complied with by law.

The HASAWA requires every employer to provide and maintain safe places and systems of work, give appropriate training and to provide any specialist clothing and equipment that may be needed from time to time.

Each employee, and this includes you, is required by law to assist and co-operate with their employer and others in making sure that safe working environments are maintained, that all safety equipment is fully and correctly used and all safety procedures are followed.

There is personal equipment that you use to protect yourself from injury. This is called Personal Protective Equipment (PPE) and includes things such as safety helmets (known as hard hats), safety boots or shoes, safety glasses or goggles, gloves, ear defenders, aprons, kneepads and the overalls previously described. If you are required to work on any specialised activities, then additional more specialised PPE will be provided for your use, along with any training that may be required. The correct level of PPE is determined by a process known as Risk Assessment.

### When should I wear PPE?

All construction sites that you work on will require you to wear a similar basic level of PPE. That said, specific circumstances will dictate the type of PPE that must be worn. If in doubt, please seek advice from your supervisor or a colleague. For example:

**Hard hats** must be worn whenever there is a risk of you either striking your head or being struck by falling objects.

**Eye protection** must be worn when performing tasks such as:

- drilling or chiselling masonry surfaces
- grinding or using grinding equipment
- driving nails into masonry
- drilling or chiselling metal
- drilling any material that is above your head.



**Ear protection** should be worn when working close to noisy machinery or work operations. Failure to do so can result in permanent damage to your hearing.

**Gloves** should be worn:

- whenever there is a risk to the hands from sharp objects or surfaces
- handling bulky objects to prevent splinters, cuts or abrasion
- when working with corrosive or other chemical substances.



## Working Safely (continued)

### Other items:

- When working involves long periods of kneeling, or having to take your weight on your elbows, you may be issued with specialist protectors for these areas.
- Other items that you may use could include facemasks, safety harnesses or breathing apparatus. Remember, accidents don't just happen. They are caused and most of them are invariably the result of human failing rather than defective equipment.



Therefore, all items of PPE that are provided for your protection **must be worn and kept in good condition**. Any defects in your PPE should be immediately brought to the attention of your supervisor.

Your full compliance with health and safety rules, especially when backed up with a little bit of common sense, will save either yourself or another person from having any accidents.

## Working Safely (continued)

**W**ork tidily and cleanly. Do not leave objects lying on the floor where they may cause accidents. Clean all materials and debris away from the site at the end of the working day and ensure that when working overhead on scaffolds, trestles, ladders and steps, you do not lay anything down in such a position that it may fall on anyone or anything below.

**O**bserve all rules and work instructions provided. When you start work your employer will make you aware of the company's rules and expectations with regard to safety. Each employer will have a health and safety policy or statement and it is part of your job to acquaint yourself with the contents and to ensure that all of your activities comply with the stated requirements.

**R**unning or hurrying can cause accidents. Never run or take short-cuts, even if you are in a hurry. You may collide with someone, trip over an obstruction or run into a protruding object causing an injury. It is always better to walk and arrive safely. Construction sites are particularly dangerous places to work if you do not take common-sense precautions.

**K**eep all machinery and equipment well-maintained and in good condition. Never use damaged machinery or equipment and make sure that any damage that you may cause is reported or repaired promptly so that it does not endanger the next user.

**S**ecure all loose clothing and repair any torn articles immediately. Overalls should always be fastened with no flaps or torn pieces hanging off that may become tangled with rotating machinery etc. If your hair is long, it should be covered by a snood cap or tied up so that it is not a hazard and all jewellery should be removed where a safety hazard exists.

**A**dvice supervisors immediately if you observe any unsafe practices, or notice any defects in any of the equipment that is provided for use by yourself and others.

**F**ollow all manufacturers' instructions and recommendations when using items of equipment.

**E**xamine all electrical tools and equipment very carefully before use to ensure that they are in good working order and show signs of having been recently inspected.

**L**et others know when you are working overhead or nearby when your activities may pose a particular danger to them.

**Y**ou are responsible for the safety of yourself and others who you work with, or who may be affected by your work. Everything that you do must be of the very highest commercial and safety standards so that it **DOES NOT** present any significant danger to you or other people who may be affected by your actions.

## Equality, Diversity and Inclusion

During your apprenticeship, you will also be asked to think about and consider what equality, diversity and inclusion are, and how these terms and concepts translate into our day to day lives in terms of:

- how you can and should expect to be treated and treat others at work
- how you think about the work you undertake for your company's customers and how this can vary at times
- how you engage with others during your learning with JTL
- what you should do and who you can talk to if you have concerns about how you or someone else is being treated, or treating others
- what the UK law says is expected of each of us as well as where we work and study.

**Equality** is about treating you fairly and ensuring that you are given a fair chance in life, work, and education. It is common to think equality is about treating everyone the same rather than working to make sure people have equality of opportunity.

If everyone is treated exactly the same, there is a danger that some differences or needs could impact on how some people are made to feel, or how they can get involved and succeed in their work, studies and life.

**Diversity** is about valuing difference and recognising that individual and professional differences are a natural part of society. These diverse experiences can bring real benefits and be a real strength and opportunity when we acknowledge and value how our different qualities, skills and abilities can come together, not just in learning and the workplace, but society as a whole.

**Inclusion** is about the complete acceptance and integration of others, regardless of our different backgrounds, to create a culture and sense of belonging, where people feel that they are valued for who they are, and which feels open, inclusive, and respectful for everyone.

### Understanding the JTL Equality and Diversity Policy

Part of signing up to be an apprentice means that you and your employer agree and understand that you are expected to meet your rights and responsibilities under the Equality Act.

An Equality and Diversity Policy is a document that helps you and your employer understand your rights and responsibilities under Equality Legislation. It is designed to give you a greater understanding of what equality and diversity is and how you will be encouraged to actively support and promote it. If in doubt, talk to your Training Officer or contact.

### Dealing with Discrimination

Discrimination can be defined as treating someone less favourably and allowing them to suffer a disadvantage. You can be discriminated against on the grounds of age, disability, gender reassignment/identity, sex, sexual orientation, race, religion or belief, or other personal traits you may have. Sometimes discrimination can be direct and obvious, at other times it can be less direct.

## Equality, Diversity and Inclusion (continued)

We understand that part of the way that people can form positive relationships with colleagues or make friends with people at work comes from enjoying the work that you do together. You are always going to have a level of banter, jokes and a laugh at work. However, this can be discrimination if those jokes or banter are directed at one individual or a group, picking on or highlighting a personal trait, which makes that person feel uncomfortable all the time.

If you feel that you are experiencing discrimination, there are people you can talk to who can help deal with the problem. Speak to your Training Officer, Apprentice Support Officer, College Tutor, or Supervisor at work. There are many ways to deal with discrimination depending on the nature of the concern you speak to someone about.

Throughout your apprenticeship, you will be asked during reviews and other conversations as to how things are going for you at work and in college. The reason we ask this is to ensure you are not being discriminated against or treated unfairly.

If there is something wrong, we will be able to support and help you.

You can view and download JTL policy documents at [www.jtltraining.com/apprentice-policy](http://www.jtltraining.com/apprentice-policy). Alternatively, printed copies of policy documents can be requested by calling our **Freephone Helpline: 0800 0852 308**.

## Safeguarding

### What is safeguarding?

In its simplest terms 'safeguarding' can be defined as 'keeping children, young people and adults at risk, safe from harm, abuse or injury' – this includes you. If you are at risk, or feel you may be at risk of harm, abuse or injury, talk to someone you trust. Your JTL Training Officer, College Tutor or Apprentice Support Officer can advise you with the support of JTL's Diversity, Safeguarding & Inclusion Advisors. There are times, however, that JTL may liaise with outside agencies such as social services, the NSPCC, other Safeguarding Advisors, or the police to ensure you are safe. JTL will signpost you to the appropriate organisation to help you. All involved agencies will take all reasonable measures to ensure that the risks of harm to your welfare are minimised. Where there are concerns regarding your welfare, agencies involved will take appropriate action to address your concerns, and work to an agreed protection plan.

A child (young person) is defined as a person up to the age of 18 years old.

An adult is defined as a person aged 18 years and over.

A vulnerable learner is a learner who may be unable to take care of themselves or protect themselves from harm or from being exploited. This includes those who are, or have been, bullied, harassed, or discriminated against. It may be a person who has a mental health problem, a disability, or a sensory impairment, including people who are old, frail or have some form of illness. This list is not definitive.

Abuse is defined as physical abuse, sexual abuse, emotional abuse, peer abuse, exploitation (sexual or criminal), neglect and bullying. Dependant on the nature of the abuse, this could lead to a criminal offence and conviction. Harm is defined as injury or distress to a person – it can be either physical or psychological.

JTL works together with outside agencies, including your college and employer, to protect you and help you succeed in your apprenticeship. For JTL learners struggling with difficulties or abuse, JTL is committed to providing support to enable them to experience the best learning opportunities. A copy of JTL's Safeguarding Policy is available on your Smart Assessor Wellbeing tab and on the JTL website.

As part of your progress reviews, you will be expected to be able to discuss questions in relation to equality, diversity and inclusion, bullying and harassment, safeguarding, radicalisation, and online safety, and what that means to you. You will also be given the opportunity to discuss any matters that are a concern to you with your Training Officer or a member of JTL at any time during your apprenticeship.

JTL's duty of care is to keep you safe from harm, abuse, or injury and to give you support and guidance throughout your apprenticeship. You can contact JTL's Diversity, Safeguarding & Inclusion Advisors via [safeguarding@jtltraining.com](mailto:safeguarding@jtltraining.com).

You can view and download JTL policy documents at [www.jtltraining.com/apprentice-policy](http://www.jtltraining.com/apprentice-policy). Alternatively, printed copies of policy documents can be requested by calling our **Freephone Helpline: 0800 0852 308**.

## Bullying and Harassment

Bullying and harassment can be experienced in many different ways and for many different reasons.

**Bullying** can be described as a persistent behaviour against you that is intimidating and undermines your confidence. Bullying often starts when people pick on something about you that's different.

There are many reasons why people bully others, and this can be done in different ways. They can criticise you, pick on every little thing you do, try to find fault for no reason, exclude you or single you out. They could constantly shout at or humiliate you.

**Harassment** is usually described in law as unwanted behaviour or conduct that may be related to your age, disability, gender reassignment/identity, sex, sexual orientation, race, religion, or any personal characteristic you may have.

Harassment is any display of prejudice by word or conduct which is unwanted, unreasonable, and offensive.

This is a form of direct discrimination. Examples of harassment include:

- offensive comments and remarks about race and religion
- jokes and insults about race, religion, disability, sexual orientation or being transgender
- deliberately creating poor working conditions.

Sexual harassment can be generally defined as unwanted, unreciprocated, and unreasonable conduct or language of a sexual nature affecting the dignity of men and women at work. Examples of sexual harassment include:

- unwanted physical contact such as inappropriate touching or invading personal space
- pestering, wolf-whistling, or making suggestive comments
- insults or ridicule
- applying pressure, by threat or bribe, for sexual favours
- the display or circulation of sexually explicit material

Sometimes a person is harassed because of who they are. At other times it may be just because of somebody you know, or simply because someone has assumed you have a personal characteristic, even when you don't.

There are different forms of harassment; and more information and guidance on how to deal with it is included in JTL's Bullying and Harassment Policy that you are expected to read and follow whilst in learning with us.

### Cyber/Online-Bullying and Harassment

Online and cyber bullying via text, gaming, and social media for example, are a real concern in modern society. Social network and internet providers can act against account holders if they are using their sites to bully or harass people.

The police can consider using the 'Protection from Harassment Act' to deal with serious incidents. Mobile phone providers also have policies for dealing with abusive calls and texts. JTL takes all forms of bullying and harassment very seriously.

## Bullying and Harassment (continued)

### Dealing with Bullying and Harassment

If you are experiencing bullying or harassment, we strongly encourage you to speak to your Line Manager, Supervisor, College Tutor, Training Officer or Apprentice Support Officer about what is or has been happening, especially if you don't feel confident or able to challenge the behaviour directly.

Depending on the nature of the issue, they will investigate the situation and take appropriate action to deal with the behaviour.

JTL takes all concerns about bullying and harassment very seriously.

If you feel confident enough to confront the other person, you can assertively challenge the behaviour of the other person. This will also depend on the type of issue that has arisen:

- Tell the offender you are not happy with the behaviour being received.
- Tell them how it makes you feel and that you would like it to stop.
- Tell them you are serious and will take it further if you need to.

This will give the person whose behaviour is offensive an opportunity to end their behaviour and realise how much they are hurting you.

If in doubt, you can also speak to a JTL contact or get in touch with JTL's Diversity, Safeguarding and Inclusion Advisors at [diversity@jtltraining.com](mailto:diversity@jtltraining.com), who also provide a 'safe space' for LGBTQ+ learners, too.

You can view and download JTL policy documents at [www.jtltraining.com/apprentice-policy](http://www.jtltraining.com/apprentice-policy). Alternatively, printed copies of policy documents can be requested by calling our **Freephone Helpline: 0800 0852 308**.

## Prevent

Prevent is part of the Government's counter-terrorism strategy (CONTEST). It's designed to tackle the problem of terrorism at its roots, preventing people from supporting terrorism or becoming terrorists themselves. The current threat from terrorism and extremism in the United Kingdom is real and severe and can involve the exploitation of people – including children, young people and adults – to try to involve them in extremist activity.

In order to achieve the objectives of the Prevent Duty, JTL will encourage all staff, learners and employers to:

- promote equality and diversity, Fundamental British Values, challenge bullying and discrimination
- promote the wellbeing of all staff and learners
- promote a positive ethos throughout the learning environment
- build the skills and knowledge to understand how to recognise the undermining extremist ideologies
- challenge extremist narratives
- be aware of online risk including online grooming and exploitation
- understand e-safety including social media.

### Possible signs of radicalisation

Through research from various organisations, such as the police, there are possible indicators that contribute to a person potentially being radicalised; these indicators are not exclusive:

- The individual's views have/or are becoming increasingly extreme regarding another section of society or government policy. This could be understood as having faith or ideology issues.
- The individual is observed downloading, viewing or sharing extremist propaganda from the internet.
- The individual becomes withdrawn and focused in one ideology, possibly influenced by family or friends. There is also the potential for mental health issues.
- The individual becomes increasingly intolerant of more modern views.
- The individual may change their appearance; they may become distant and isolated from family, friends and colleagues. A transitional change could be a key factor for becoming distant.
- The individual expresses a desire or intent to take part in or support extremist activity. This could be politically motivated, wanting a sense of justice, excitement or adventure. This could also be a group-influence seeking to take risk and possibly engage in criminal activity.

### Incidents

All incidents regarding Prevent should be reported to the Diversity, Safeguarding & Inclusion Advisors. These will then be discussed with the relevant Regional Prevent Coordinator and may be further referred to Channel (part of the Prevent strategy focussing on a multi-agency approach to protect individuals identified as being at risk of being drawn into terrorism). Incidents that are reported will need to be referred to the JTL Prevent Coordinators using the Channel programme, where external agencies will be informed, assess the threat and/or risk and provide advice and guidance.

## Prevent (continued)

As part of the Prevent strategy JTL promotes Fundamental British Values to reflect life in modern Britain. Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

### The Four Fundamental British Values



#### **Democracy:**

A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.



#### **Rule of Law:**

All people and institutions are subject to and accountable to law that is fairly applied and enforced.



#### **Individual Liberty:**

The right to believe, act and express oneself freely (as long as this is within the law).



#### **Mutual Respect and Tolerance:**

Understanding that we don't all share the same faiths, beliefs and values but should all respect the values, ideas and beliefs of others while not imposing our own upon others.

## Additional Learning Support

It is crucial that we identify learning needs and disabilities when you join us at JTL. We recognise that learners take on information at a different pace and that some ways of working are more suited than others.

JTL aims to meet all apprentices' learning needs and styles to help them achieve their apprenticeships. If you have an additional learning need or disability, JTL will endeavour to put support in place from the beginning of your apprenticeship to meet your specific learning need or disability.

Each learner that joins JTL completes a cognitive profiling assessment that gives JTL a good insight into how each learner works best. This profile ensures that each of our learners receive a programme that is tailored to each individual. We provide ongoing support to enable you to develop your skills and demonstrate your ability on your qualification and beyond.

JTL has a dedicated learning support team with specialists that can provide needs assessments and one-to-one support when required for all areas of learning. Speak to your Training Officer or Apprentice Support Officer at your earliest opportunity to ensure JTL is aware and can provide the appropriate support for you.

## Frequently Asked Questions

In this section of the Handbook, we have tried to answer some of the more frequently asked questions. Hopefully, the range covered will answer any queries you have, but if you need further information, please don't hesitate to call either your local JTL representative or the JTL **Freephone Helpline: 0800 0852 308**.

### **Are there any general rules that I will have to follow?**

The simple answer is yes. Now that you are a JTL apprentice you will be expected to conform to both the rules of your employer and the training centre. Some training centres will issue you with a set of these rules as part of your induction. That said, company rules are not normally explained in this way and may instead be explained verbally, or displayed on noticeboards.

General rules relate to start and finish times, when to hand in timesheets, absence reporting procedures and compliance with health and safety. However, there will be many more things that you will need to know and you should learn, as quickly as possible, what is expected of you.

### **What if I break the rules?**

If you are disobedient, misbehave regularly, display a poor attitude or fail to attend at either work or the training centre, then you will be subject to disciplinary action.

Within the terms of your apprenticeship, should you misbehave then your employer is permitted to suspend you from work, without pay, for a period specified by the JIB. If you continue to misbehave, then you will enter a process of written warnings that, should you fail to respond to, will result in your dismissal and the termination of your apprenticeship.

### **Can I appeal against any disciplinary action?**

If you feel that any disciplinary action taken against you is unfair, then you should discuss the matter honestly and in full with your JTL representative who will advise the best course of action dependent upon the situation. You may take the matter up with your trade union representative and, ultimately, if you remain dissatisfied with the result, you may refer the matter to the JIB if you are a JIB-registered apprentice.

### **How will I be paid?**

This is to be agreed between yourself and your employer. As an apprentice, however, it is likely that you will be paid an hourly rate for the hours that you have worked. No doubt you will be looking forward to getting your first week's wages although, unfortunately, you are likely to work for a second week before receiving any money. This is quite common and is known as working a week in hand and its purpose is to give employers a chance to work out the wages due to you and arrange to have the monies paid. If you leave the company at any time in the future, you are of course paid this outstanding week's wages.

### **When and where will I be paid?**

Pay days are related to the administrative working week of your employer, but are normally on either a Thursday or Friday. In the past, employers used to deliver wage packets, containing wages in cash, directly to each worker. In some companies this may still be the case, but it is much safer and more convenient for employers to pay the money directly into a bank account and most employers have now moved to such a system.

## Frequently Asked Questions (continued)

Having said that, irrespective of which method is used, each time you are paid you must get an itemised statement (wage slip) that explains how your wages were calculated. This may still be delivered to you, or you may have to collect it from the employer's office. If it's the latter, remember to arrange a suitable time for this to happen.

Remember to always check the accuracy of your wages as soon as you receive them, and if you believe they are wrong, then you should notify your supervisor and wages office immediately.

### **Are there any deductions made from my wages?**

Your employer is only allowed to make deductions for income tax Pay As You Earn (PAYE) and National Insurance (NI) contributions without your prior consent but you may authorise them to make other deductions from your wages such as pension plans, buying tools, laundry schemes etc. where relevant.

### **What is National Insurance?**

It is a provision under law that a contribution be made to cover sickness, unemployment and pension benefits. Any employed person between 16 and retiring age, with earnings above an agreed minimum, is required to make this contribution called National Insurance. Your employer is also required to make a contribution on your behalf each week.

### **How much income tax will I pay?**

Income tax is calculated when your pay rises above a minimum level (known as the tax threshold) set by the Government. Once your earnings have reached this level, tax due is deducted from your wages on a weekly basis via the PAYE system.

Under this system, your employer should deduct the amount due and pay it to the Inland Revenue and, in so doing, ensures that your tax is always fully paid up. However, there are occasions when adjustments need to be made, for example, if you have been off work without pay for some weeks.

### **How many hours should I work each week?**

In most circumstances, the normal working week will be 37.5 hours worked as five consecutive days from Monday to Friday.

This 37.5 hours divided by the 5 working days equates to a working day of 7.5 hours that must be worked each day between the hours of 7.00am and 7.00pm. There is then a total maximum time of one hour allowed in any one day for all meal breaks, including washing time, but this may be less at the employer's discretion.

Furthermore, from 6th April 2003, the Young Worker's Directive came into effect meaning that those who are between minimum school-leaving age and their 18th birthday will not normally be allowed to work more than 40 hours per week or more than 8 hours in one day, or between the hours of 10pm and 6am (or 11pm and 7am if stated in the contract).

All employers use a form known as a timesheet to record the hours worked on each project. Although the layout of these forms differs between employers, please make sure that you record the hours that you work clearly and accurately on your timesheets as your wages will be based upon this information.

## Frequently Asked Questions (continued)

### **What happens if I want to end my apprenticeship or leave my employer?**

Ending your apprenticeship is not something that you should consider lightly and can affect your future career prospects, qualifications and industry accreditations. However, in the event that you are considering this, please contact your Training Officer or Apprentice Support Officer as soon as you begin to feel this way. They can advise if there are any other options available to you that you may not have considered and the earlier they are informed, the more options may be open to you.

### **Can I be self-employed?**

No, the Government does not allow JTL apprentices to be self-employed, you have to be employed and have a 'contract of employment'. If an employed apprentice becomes self-employed during their apprenticeship, this will make their apprenticeship and funding ineligible at that point. However, if you are made redundant through no fault of your own and are within 6 months of completing your apprenticeship, the Government does allow self-employment under these circumstances.

### **Holidays**

During the term of your apprenticeship holidays will be accrued as agreed by your Employer. It is, however, JTL's policy not to allow holidays exceeding 5 weeks consecutively if this period of absence falls within the college/training centre delivery timetable and is likely to impact on your learning.

It is recommended you seek permission from your employer and designated JTL Training Officer or Apprentice Support Officer before making such arrangements and in some circumstances an agreed break in learning will only be approved if all parties are in agreement.

### **Can I work overtime?**

You may be occasionally requested to work overtime. When this happens, you should be paid in accordance with your employer's policy.

### **What happens if I become sick?**

If you become ill or suffer an injury and are unable to work, you must let your employer and local JTL representative know immediately and this must be done as soon as possible on the first day of any absence.

If you are unable to ring your employer then ask your parents, a relative or a friend to do it for you. Any payment for sickness will be subject to your employer's policy.

### **What holidays am I entitled to?**

During each holiday year, you are entitled to annual holiday with pay, which is determined by your contract of employment/company policy.

## Frequently Asked Questions (continued)

### **I need additional learning support, but haven't spoken with anyone about this yet. What should I do?**

If you have received additional learning support in the past, or have recently found out that you need this, the JTL Learning Support Team can work with you and your Training Officer to discuss appropriate support arrangements for you. You and your employer may also be eligible for some support at work, as well as what JTL can support with for your studies with us through the UK Government 'Access to Work' programme.

### **Where can I get some sensible and impartial advice?**

All JTL apprentices will have JTL representatives assigned to look after them throughout their apprenticeship. These will be your designated Training Officer or Apprentice Support Officer. Please talk to them – that's what they are there for. However, if you feel awkward talking to them face-to-face, phone them or call the JTL **Freephone Helpline: 0800 0852 308**.

### **Can my employer make me pay for the cost of my apprenticeship?**

No, the Government rules for the funding of apprenticeships states that the employer cannot ask their apprentice to contribute financially to the cost of the apprenticeship, even if you complete your apprenticeship or leave their employment before completing your apprenticeship.

### **Where can I get help and advice if I have a dispute with my employer about my pay or contract of employment?**

JTL is unable to advise on pay disputes and employment contract law. It is advised that in these circumstances you seek help and advice from the Advisory, Conciliation and Arbitration Service (ACAS); their helpline number is **0300 123 1100**.

**JTL Head Office:**

Stafford House  
120-122 High Street  
Orpington  
Kent  
BR6 0JS

**Call:** 01689 884100 **Fax:** 01689 891658

**Email:** [headoffice@jtltraining.com](mailto:headoffice@jtltraining.com)

**Website:** [www.jtltraining.com](http://www.jtltraining.com)

