

# APPRENTICESHIPS NEWS

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Monday 29th June 2020

## This week:

- ESFA Update
- Collaboration, Communication & Clarity - a joint statement from AoC, ESFA & AELP
- ESFA launch second round of supplier relief to run July to October
- Apprenticeship starts down
- ECITB unveils new skills crisis package to support industry
- IfATE monthly newsletter
- List of standards with temporary discretions or flexibilities
- Free domestic abuse webinar for the beauty industry
- A focus on... Business Admin
- A spotlight on staff
- Where to go for support
- Mental Health Helplines

## ESFA UPDATE - 24.06.20

The latest update from **ESFA** can be found [here](#)

## COLLABORATION, COMMUNICATION & CLARITY - A JOINT STATEMENT FROM AoC, ESFA & AELP

Please [click here](#) to view a joint statement from Peter Mucklow (**ESFA**), David Hughes (**AoC**) and Mark Dawe (**AELP**).

## ESFA LAUNCH SECOND ROUND OF SUPPLIER RELIEF TO RUN JULY TO OCTOBER

The **ESFA** have launched it's second provider relief scheme on 25th June. Please [click here](#) for more information and application guidance.

## APPRENTICESHIP STARTS DOWN

Apprenticeship starts have dropped by almost half since lockdown, when compared to the same period last year. Please see the article from **FE Week** [here](#).  
Please [click here](#) for the official figures released by **DfE**.

## ECITB UNVEILS NEW SKILLS CRISIS PACKAGE TO SUPPORT INDUSTRY

The **ECITB** have announced new measures to help employers, training providers and learners through the COVID-19 crisis. More information is [here](#).

## IfATE MONTHLY NEWSLETTER

Please [click here](#) to view the **IfATE** monthly newsletter. This includes information on T-Level consultations, remote EPA's, progress of the senior leader review, and an update on the standards that have been recently approved. You can subscribe to this **IfATE** newsletter by clicking [here](#).

## LIST OF STANDARDS WITH TEMPORARY DISCRETIONS OR FLEXIBILITIES

**IfATE** have updated the [list of standards with temporary discretions or flexibilities](#). This includes updates to the Smart Meter Installer & Baker.

# Free Domestic Abuse Awareness Webinar

## For the Beauty Industry - Norfolk Only!

**When: Thursday 2nd July @2pm - 3:30pm**

**Where: Microsoft Teams**

**To book, email:**

**[da.change@norfolk.gov.uk](mailto:da.change@norfolk.gov.uk)**

**Capacity @ 250 - Only book if you can attend**



**Norfolk** County Council

### NORFOLK UPDATES

We are continuing to make great progress with our new website. The candidate sign up element has now been decommissioned, and we are in the process of removing the vacancies from our website. Our new site will have a live feed of vacancies taken directly from the Find An Apprenticeship service. We will continue to advertise your vacancies on social media. Please tag us in your vacancy tweets and we will be happy to share these!

Should you require any assistance please do not hesitate to contact us by email to [Apprenticeships@norfolk.gov.uk](mailto:Apprenticeships@norfolk.gov.uk) or by phone 0344 800 8024.

Norfolk County Council's Childrens Services department are still keeping post-16 providers updated with a weekly newsletter. For support or to add to those newsletters please contact [CS.RPAQueries@norfolk.gov.uk](mailto:CS.RPAQueries@norfolk.gov.uk)

### SUFFOLK UPDATES

We are open for referrals and are currently reaching out to employers. We have recently engaged with employers in the motor vehicle & farming sectors. We hope to start social distance visits to employers at the end of July.

Our team are working hard to produce guides for candidates to assist with writing a CV and performing well in an interview. This is to help potential apprentices in preparation for when we start to see new vacancies being created.

Apprenticeships Suffolk are on hand to answer any questions you might have by email [apprenticeships@suffolk.gov.uk](mailto:apprenticeships@suffolk.gov.uk) by phone 07849354236 or through the website

## A focus on.... **BUSINESS ADMIN**

We spoke to Soloman Barnard, a Level 3 Business Administrator apprentice, his employer Thornage Hall Independent Living and Training Provider Skills Edge.

### **What do you do in your job? What do you enjoy the most? What has been difficult?**

The jobs I must complete will vary each day. My job will usually consist of a small section of finance and marketing, this includes banking and running the social media accounts as this allows the families of the tenants and day service users to keep engaged with Thornage Hall and therefore this is what I enjoy most. I also deal with encounters with the public via phone calls and people visiting externally. I would say the most difficult task has been allowing Thornage Hall to work efficiently through this tough pandemic as it is important for us to follow the correct procedures for the safety of our tenants.

### **What have you learnt?**

I have learned a variety of new skills which will allow my work productivity to increase. I have also improved many skills such as flexibility, punctuality, and communication.

### **What qualifications will you gain through your apprenticeship?**

After completing my qualification I will have gained a qualification within level 3 business administration.

### **What advice would you give to future apprentices?**

When completing work for your training provider, it is important to manage your time correctly. This will allow you to prevent any possible rush at the end.

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### **Please tell us about Thornage Hall**

Set in 70 acres in North Norfolk we provide supported living to adults with learning disabilities.

### **Why do you take on apprentices?**

An apprentice gets an opportunity to gain experience in a unique setting. Our current apprentice brings vibrancy, fresh ideas and the younger view point to the business.

### **How is Soloman progressing?**

Progress is excellent. We meet regularly to review work that has been done and agree on forward progression.



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### **What's worked well during the apprenticeship?**

The willingness to learn and take on challenges has worked well.

### **Please tell us about Skills Edge**

Skills Edge is an Ofsted Grade 2 training provider specialising in financial services, leadership and vocational apprenticeships. Our industry experts build the skills needed today to develop the experts of tomorrow. We pride ourselves on being at the forefront of online delivery that inspires innovation, curiosity and professional growth through learning.



### **How did you get involved with the apprentice and employer?**

Thornage Hall reached out to us on LinkedIn as they had almost given up on finding the right apprentice and provider for them. Set within the North Norfolk countryside, this is an incredible charity that provides supported living, learning and working for adults with learning disabilities. Their work is truly inspirational, and we jumped at the chance to support them. Since forming our working relationship, our Managing Director James has also volunteered and supported last summer's garden fete which he is really keen to do again this year.

Solomon applied through the government's Find an Apprenticeship Service, where Skills Edge Training lists all of its apprenticeship opportunities. After an initial interview with ourselves we knew he was the right person for the role and we were delighted to present him to Thornage Hall.

### **How have you supported both Soloman & Thornage Hall through the apprenticeship journey?**

As an organisation we pride ourselves on providing support to both employer and apprentice by adapting to individual needs and requirements. We have the capability of using multiple platforms to support apprenticeship progression, such as remote meetings through Microsoft Teams and face-to-face delivery where required. The introduction of Microsoft Teams and remote support around a year ago has meant that we have adapted in this difficult time and continue to support both the apprentice and employer remotely with no impact on delivery. Regular monthly appointments are conducted with the apprentice to ensure regular support is provided with all aspects of the apprenticeship. Regular reviews of progress are carried out and any development needs identified can be supported through appropriate actions to support development. Throughout, Solomon has been provided with advice and guidance regarding standards of behaviour and development of knowledge and skills to be successful within a working environment. He has also benefitted from continued support within the working environment allowing him the opportunity to grow and develop the knowledge and skills that have been taught.

## Do you have a success story or case study to share?

We are really keen to celebrate the great work that is going on in our region, particularly throughout the pandemic. We are collating case studies for publication on our website and social media platforms. Thank you to those providers that have already contributed.

We want to showcase a broad range of apprenticeships, so we welcome your case studies from all sectors.

As well as celebrating the successes, we hope that these case studies will be inspiring for both potential apprentices and employers.

Please contact:

**NORFOLK:** apprenticeships@norfolk.gov.uk or **SUFFOLK:** apprenticeships@suffolk.gov.uk

## A Spotlight On Staff

We recently advised that Ellen, Amy, Sharon and Claire started with Apprenticeships Suffolk on 1st June 2020. Apprentice Evin will be starting on 6th July. We will be introducing both teams in upcoming newsletters. As this weeks focus is on Business Admin it's a great opportunity to introduce Ellen, a previous Level 2 Business Administration Apprentice and now Apprenticeships Suffolk Coordinator.

Hi, my name is Ellen and I now work at Suffolk County Council as an Apprenticeship Suffolk Coordinator. Before I started here I previously completed an apprenticeship myself.

I have a Level 2 in Business Administration and my work placement was at a local Conveyancing office. Coming up to leaving sixth form I did not know what I wanted to do and therefore thought having some work experience whilst gaining a qualification would really suit me. I decided to do Business Admin apprenticeship because I wanted to work in an office and thought Business Admin covered a lot of basic knowledge for the world of work and business.

I completed my apprenticeship with Key Training who were excellent in leading me through from start to finish with support and encouragement. An assessor came to see me once a month, which led to every 3 months because I was getting along well on my own. The work was straight forward and easy and was applying the skills I was learning at work. I worked 5 days a week and did my learning at work. After this I completed my Conveyancing training Level 4 and decided I wanted to try something different. I am a huge advocate for this project as I know first-hand what an apprenticeship can lead to and how beneficial it is for someone like me who doesn't know what they want to do and not feel like they have wasted an opportunity. I cannot wait to help others and start their journey into the world of work.



## WHERE TO GO FOR SUPPORT



### New Anglia Growth Hub

Advice and guidance to Norfolk & Suffolk businesses during the COVID-19 crisis.

Phone: 0300 333 6536

Email: [growthhub@newanglia.co.uk](mailto:growthhub@newanglia.co.uk)

Visit: [www.newangliagrowthhub.co.uk](http://www.newangliagrowthhub.co.uk)



### Apprenticeship Service Helpline

For queries not covered in the gov.uk guidance.

Phone: 08000 150 600

Email: [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)



### New Anglia LEP

To speak about funding and apprenticeship levy transfer, please contact Alison Ward on 07901 207114 or email [alison.ward@newanglia.co.uk](mailto:alison.ward@newanglia.co.uk)



### Steadfast Training

Offering redundancy support under the wider Skills Support for the Workforce (SSW) contract. The service supports companies based in Norfolk and Suffolk (regardless of their size) and employees from the age of 16. It can also support individuals, who are at risk of redundancy or have been made redundant within the last 3 months.

Phone: 01775 513055

Email: [info@steadfasttraining.co.uk](mailto:info@steadfasttraining.co.uk)

Visit: <https://www.steadfasttraining.co.uk/SkillsSupportWorkforce.asp>



Department  
for Education

### DfE coronavirus helpline

Phone: 0800 046 8687

Email: [DfE.CoronavirusHelpline@education.gov.uk](mailto:DfE.CoronavirusHelpline@education.gov.uk)



### Universal Credit Claims

Apply online: [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

Phone: 0800 012 1331



### Norfolk and Suffolk First Response

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support

Phone: 0808 196 3494



### Norfolk County Council

Phone: 0344 800 8020

Visit: [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

[Breckland](#)   [Broadland](#)   [Great Yarmouth](#)   [South Norfolk](#)  
[Kings Lynn & West Norfolk](#)   [North Norfolk](#)   [Norwich](#)



### Suffolk County Council

Phone: 0345 606 6067

Visit: [www.suffolk.gov.uk](http://www.suffolk.gov.uk)

[Babergh & Mid-Suffolk](#)   [East Suffolk](#)  
[Ipswich](#)   [West Suffolk](#)

# MENTAL HEALTH HELPLINES

Information sourced from the [NHS](#)

## **Anxiety UK**

Charity providing support if you have been diagnosed with an anxiety condition.  
Phone: 03444 775 774 (Monday to Friday, 9.30am to 10pm; Saturday to Sunday, 10am to 8pm)  
Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

## **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder.  
Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

## **CALM**

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.  
Phone: 0800 58 58 58 (daily, 5pm to midnight)  
Website: [www.thecalmzone.net](http://www.thecalmzone.net)

## **Men's Health Forum**

24/7 stress support for men by text, chat and email.  
Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

## **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.  
Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## **Mind**

Promotes the views and needs of people with mental health problems.  
Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)  
Website: [www.mind.org.uk](http://www.mind.org.uk)

## **No Panic**

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

## **OCD Action**

Support for people with OCD. Includes information on treatment and online resources.  
Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

## **OCD UK**

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.  
Phone: 0333 212 7890 (Monday to Friday, 9am to 5pm)

Website: [www.ocduk.org](http://www.ocduk.org)

## **PAPYRUS**

Young suicide prevention society.  
Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends)  
Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

## **Rethink Mental Illness**

Support and advice for people living with mental illness.  
Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)  
Website: [www.rethink.org](http://www.rethink.org)

## **Samaritans**

Confidential support for people experiencing feelings of distress or despair.  
Phone: 116 123 (free 24-hour helpline)  
Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

## **SANE**

Emotional support, information and guidance for people affected by mental illness, their families and carers.  
SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)  
Textcare: comfort and care via text message, sent when the person needs it most: [www.sane.org.uk/textcare](http://www.sane.org.uk/textcare)  
Peer support forum: [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum)  
Website: [www.sane.org.uk/support](http://www.sane.org.uk/support)

## **YoungMinds**

Information on child and adolescent mental health. Services for parents and professionals.  
Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)  
Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)