

Apprenticeship Standards of Service 2017

Introduction

These are the standards of service you can expect from making an initial enquiry to qualifying on one of our apprenticeship schemes

Initial enquiry

- We will provide standard information and answer questions when you first get in touch
- We will send out the information by the end of the next working day
 - We will contact you by the end of that day if this cannot be achieved
- If your enquiry requires more than standard information we will tell you and agree with you when it will be answered

Enquiry follow-up

- We will follow up your enquiry within 3 working days to confirm you have received the information
- We will contact you in the same way you contacted us – if you ring, we'll ring you back
- We will ask you how you wish to be contacted, and follow up in this way – if you want to be emailed, we'll email you

Booking initial assessments

- When we receive your application form, we'll send you an invitation to an Apprentice Assessment Day by the end of the next working day

Apprentice assessment follow-up

- After we've sent the offer, we'll contact you by telephone (and then email if we can't reach you) to confirm that you received it and book your assessment

After the apprentice assessment

- After you attend your assessment day, we'll send you a letter with the outcome of your assessment within 5 working days
- If we've made you an offer, we'll follow this up within 7 working days to confirm your acceptance

Finding employment before you start

- We will give you our Guide to Securing Employment at your Assessment Day
- We will then contact you monthly by telephone (and then email) to track your progress in finding an employer
- We will email you with details of any suitable vacancies within 2 days of receiving them

Attending your training

- You will have a regular day to attend the training centre
- If we have to change your attendance day, we will give you at least two weeks' notice (unless it is because of an emergency)
- If you need to attend the training centre for any extra days (such as Functional Skills exams) we will give you at least two weeks' notice

Reviewing your progress

- You will have a progress review at least once every twelve weeks throughout your training programme

Support during your Apprenticeship

- If a trainer refers you for support with employment issues (including losing your employment) we will contact you by telephone by the end of the next working day
- We will then stay in weekly contact with you until the issue is resolved (or you have found alternative employment)

Planned breaks

- If you are on a planned break from your programme we will contact you every 4 – 6 weeks to ensure you are on course to return as expected

Qualifications

- Once we have received all the paperwork, we will process requests for certificates within 7 working days

Telephone Enquiry Standards

- Our office hours are 0800 – 1730 Monday to Friday
- When you ring during office hours we will aim to answer your call within 2 rings
- Outside office hours you will be directed to our answering service
- We will respond to messages left on our answering service during the next working day

If we are not meeting your expectations

- Call the office on 01444 870860 and ask to speak to the Apprenticeships Team
- Email our Apprenticeship Manager, Susan Stalker - susan@stevewillis.com
- Contact Steve Willis – md@stevewillis.com

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