

## Apprenticeship Standards of Service

### 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, [apprenticeships@stevewillis.com](mailto:apprenticeships@stevewillis.com)
- Contact Steve Willis – [md@stevewillis.com](mailto:md@stevewillis.com)

V3 09/18