

performance through people



Apprentice Learner Handbook



Warm Welcome

As the Chief Executive Officer, it is my pleasure to extend a warm welcome to you at Performance Through People (PTP Training LTD). We are committed to ensuring that your experience with us is both enriching and productive.

Founded in the 1970s, PTP Training has grown into one of the premier training providers in the West Midlands, with a strong national presence collaborating with various esteemed organisations. In November 2025 PTP was acquired by Coventry and Warwickshire Chamber of Commerce which strengthens long-term stability, growth and wider reach across the region.

At PTP, we offer a comprehensive range of Apprenticeship Standards, spanning from Level 2 to Level 7, alongside tailored courses specifically designed to address your unique training and development needs.

We are excited about the opportunity to work together and encourage you to explore the full spectrum of courses available to enhance your workforce. Our experienced and qualified tutors will be on-site, providing hands-on training for your staff, while our dedicated business development team is ready to discuss all your skills requirements.

This handbook serves as a valuable resource, containing essential information, helpful sources, and QR codes that allow you to provide feedback-whether it's suggestions, compliments, or any concerns regarding our commitment to high standards.

We believe in celebrating achievements and actively nominate our learners for awards, encouraging their participation in graduation ceremonies. I look forward to the opportunity to meet you at one of these celebratory events!

Rob Colbourne OBE
Chief Executive Officer, Performance Through People



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Welcome from Performance Through People

Welcome onto your Apprenticeship programme with Performance Through People. We are a leading training provider in the West Midlands, with three offices in Walsall, Cannock and Birmingham. With a strong reputation for excellence, we work closely with employers to design tailored programmes that meet the needs of both learners and today's workforce. Our goal is to create meaningful learning experiences that build confidence, enhance skills, and support long-term success-for you and the organisations you will work with.

We will also support you with a range of softer skills, from understanding British Values through to motivation, confidence building and self-esteem. Together, we believe these elements help us to provide you with the very best experience to further your career. We wish you the very best in your programme and career, and look forward to hearing of your success.

About Performance Through People

At Performance Through People, we train and develop people, like you, to go into sustainable employment. We work on developing and improving your confidence, knowledge and skills to enable you to make the right choices and to equip you for work as well as support you to develop whilst in work. PTP, has at its centre, good quality information advice and guidance supporting you throughout your learning journey with us.

We operate nationally and have qualified tutors all across the country. Our teaching staff aim to help you develop the knowledge, skills and behaviours you need to enable you to progress in the world of work.

Whilst we will do everything to help you progress and achieve your goals, what you achieve whilst on the programme is up to you – please make sure you make the most of the opportunities that are available to you.



Our Vision

To build and develop the most reliable integrated workforce in the country and be the leading creator of opportunities, jobs and new ideas in the employability, skills and justice sectors.

What is an Apprenticeship?

An apprenticeship combines real work experience with training and study. It is a practical and rewarding way to gain the skills, knowledge, and behaviours needed for your chosen career. Unlike full-time college or university study, apprenticeships allow you to learn while you earn, applying what you learn directly in the workplace.



As an apprentice, you will:

- Train for the workplace – develop skills that are directly relevant to your job and industry.
- Gain hands-on experience – work on real tasks and projects alongside experienced professionals.
- Earn a salary with full employee rights – receive pay and benefits, including holiday entitlement and sick leave.
- Undertake dedicated training and study hours – spend part of your working week focused on structured learning and development.
- Complete ongoing assessments – regularly review your progress and finish your apprenticeship with a formal end-point assessment.

Apprenticeships can take between 8 months and some up to 6 years to complete, depending on the level, type of apprenticeship, and your previous qualifications and experience.

Your Employment, Finance, and Funding

You will be required to sign the employment contract provided by your employer. This is a standard contract issued to all employees and outlines the terms and conditions of your employment.

Your contract will include key details such as:

- Your annual leave entitlement
- Absence reporting procedures
- Pay and benefits information
- Your working hours and notice period



It is important that you read and understand your contract before signing it. If you have any questions or are unsure about any part of it, please speak to your employer or your tutor, who will be happy to provide clarification or support.

Your employer and/or the government will fully fund your apprenticeship, meaning there is **no** cost to you for your training or qualification.

If you would like to learn more about how apprenticeships are funded, visit the [Apprenticeship Funding](#) page on GOV.UK

Pay and Wages

While on your apprenticeship, you will be paid at least the Apprenticeship Minimum Wage, although many employers choose to pay more. The minimum wage rates are reviewed by the Government every April.



For the latest rates and information about how these rules apply to you, visit the [National Minimum Wage](#) page on GOV.UK.

If you believe your pay rate may be incorrect, please speak to your tutor or call PTP on 01922 651 100 - we will be happy to help you check and resolve this.

There are also bursaries available for apprentices under the age of 25, who are currently being looked after by Local Authority/Health and Social Care Trust or are a care leaver. For more information speak to your learning tutor or visit [Support for care experienced apprentices](#)

Employment Rights

As an apprentice, you are entitled to the same rights and protections as other employees in your workplace, including:

- A minimum of 20 days paid annual leave each year, plus bank holidays.
- A safe and healthy working environment.
- Equal access to workplace facilities and opportunities.
- All other standard employee rights under employment law.



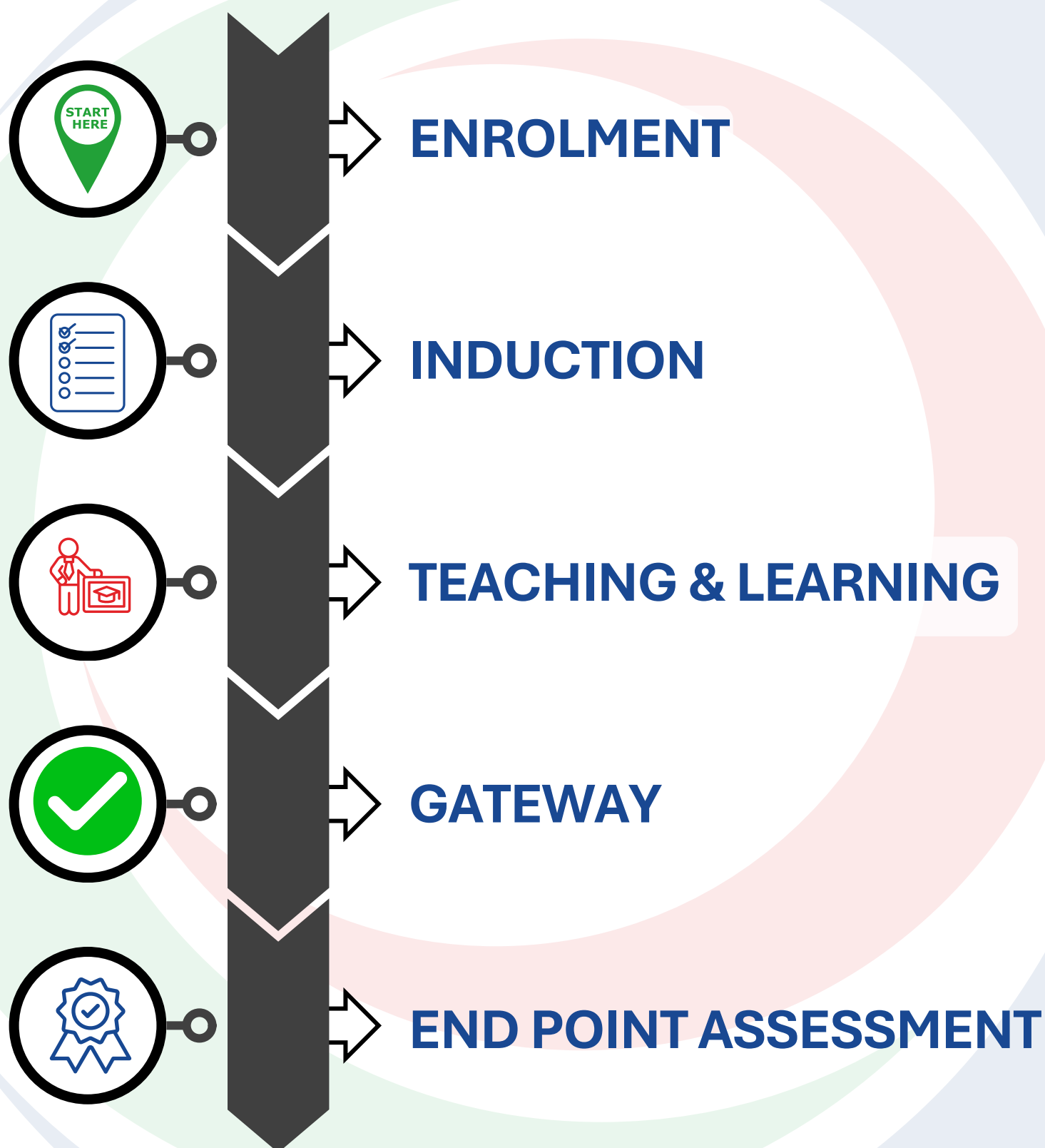
Working Hours

Depending on your age, there are limits on the number of hours you can work - this is known as the Working Time Directive. To find out more about this and your other employment rights, visit the Employment Rights section on [GOV.UK](https://www.gov.uk).



Your Learner Journey

Every apprentice is an individual, and your learning experience will reflect this. However, all apprentices will follow the same overall process to successfully achieve their apprenticeship.



Getting started

Before you begin your apprenticeship, we want to ensure that you have the best possible start and the right level of support to help you achieve your goals.

As part of the onboarding process, you will be asked to:

- Complete an initial assessment of your Maths and English skills.
- This helps us identify any areas where you may need additional support so we can plan this with you from the very start of your programme. There is no pass or fail for this assessment, just an outcome of what level you are working at.
- Complete a Skills Gap Analysis of your prior experience relating to the knowledge, skills, and behaviours required for your chosen apprenticeship standard.
- This ensures that you are eligible for the programme and that the correct apprenticeship level has been selected.



Your Skills Gap Analysis may also identify areas of Recognition of Prior Learning and Experience (RPLE). If this occurs, we will assess how much new learning is required for you to complete the apprenticeship:

- Dependent on your prior learning, we will work with you and your employer during enrolment to determine how this will affect your apprenticeship - both in terms of the learning content and the planned duration of your programme.

This process ensures that every apprentice begins their journey at the right level, with a clear and personalised plan for success.

Enrolment

To begin your apprenticeship, we will conduct an enrolment meeting with you and your employer (or an employer representative) to complete all the necessary documentation required by the Department for Education.

During enrolment, we will:

- Review and, where appropriate, update your personal details.
- Confirm your Maths and English requirements and any support needed with recommendations and exemptions.
- Outline attendance and assessment processes so you know what to expect.
- Agree your planned learning and apprenticeship end dates, along with your required Off-the-Job Training hours.
- Complete and sign your Apprenticeship Training Plan with you and your employer.
- Undertake an initial learning activity to begin your apprenticeship programme.

In addition, you and your employer will complete and sign the Apprenticeship Agreement, confirming your official start date, planned end date, and Off-the-Job Training hours.

This process ensures that everything is in place for you to begin your apprenticeship journey with clear expectations and full support.

Induction

Your Apprenticeship Induction with PTP will take place either face to face in the classroom, online via Microsoft Teams, or on a one-to-one basis. The induction is designed to introduce you to the main aspects of your apprenticeship, providing a detailed explanation of the apprenticeship standard and what will be involved throughout your time with PTP.

During your induction, you will:

- Learn more about the structure and content of your programme.
- Receive your delivery timetable and understand how your learning will be organised.
- Explore the knowledge, skills, and behaviours (KSBs) you will be working towards during your apprenticeship.
- Learner starting points.

Your induction will also outline PTP's expectations for professional conduct. As an apprentice on a professional training programme, you are expected to:

- Attend all sessions regularly and punctually.
- Follow all Health and Safety guidance in both the workplace and training environments.
- Engage fully with your learning activities and assignments.
- Record Off-the-Job Training accurately and in a timely manner.
- Show respect to fellow apprentices, colleagues, and PTP staff always.

By understanding these expectations from the outset, you will be well prepared to make the most of your apprenticeship experience and demonstrate the professionalism valued by both PTP and your employer.

Teaching & Learning

Your teaching and learning may take place in a variety of ways, including:

- Attendance at PTP centres to take part in practical and theory-based sessions.
- One-to-one sessions delivered at PTP, in your workplace, or both.
- Online sessions via Microsoft Teams, either in groups or individually.

Throughout your apprenticeship, you may be supported by one or more PTP staff members. This ensures that you receive the best possible experience from professionals with expertise in your employment sector.

You may also be required to complete ongoing assessments, assignments, or exams as part of your programme. These will be fully explained and planned with you and your employer to ensure you understand what is expected and how you will be supported to achieve success.



Throughout the programme you will be asked to provide feedback by your tutor of your training experience by using the QR Code.

By completing our learner surveys, you can help us improve our courses, facilities and your learning environment. After courses have finished, we may contact you to ask what you are doing now. We may be able to offer further support.

Apprenticeship Progress Reviews

As part of your apprenticeship, a progress review will be conducted approximately every 10 - 12 weeks. Your employer (or an employer representative) will be invited to attend and actively contribute to these reviews.

The purpose of the review is to:

- Monitor and discuss your learning progress, ensuring you remain on-track with your programme.
- Review your Off-the-Job Training records to confirm that the required hours and activities are being met.
- Evaluate your development of wider employability skills, such as communication, teamwork, and problem-solving.
- Set clear targets and goals for the next 10 - 12 weeks to support your continued growth and achievement.
- Plan and review any additional support provided and assess its effectiveness.

These regular reviews help ensure that you, your employer, and your tutor are all working together to support your success throughout your apprenticeship journey.



Off the Job Training

Off-the-Job Training (OTJT) is a vital part of your apprenticeship. It refers to the time you spend learning new skills, knowledge, and behaviours that help you perform your job role effectively - away from your normal day-to-day duties.

This training must be recorded regularly throughout your apprenticeship and work towards the total number of hours agreed in your Training Plan. It is designed to give you the opportunity to develop, practise, and apply new learning that contributes directly to your apprenticeship standard.

What can be included?

Off-the-Job Training can take place in a variety of ways and locations, including:

- Classroom sessions or workshops at a PTP centre.
- Online learning or virtual classroom sessions.
- One-to-one coaching or mentoring with your tutor.
- Practical training to learn new techniques or utilise new equipment in PTP centre or workplace.
- Work shadowing or observing experienced colleagues.
- Independent study, research, or completing assignments and projects.

Routine activities that are part of your normal job duties (for example, doing your usual work tasks) do not count as Off-the-Job Training unless you are learning something new or developing skills beyond your usual responsibilities.

You are responsible for recording your Off-the-Job Training effectively in your e-portfolio. This helps track your progress and ensures you meet the requirements of your apprenticeship. Your tutor will explain how to record this and will review it with you regularly during progress reviews.

Off-the-Job Training is a key part of your apprenticeship journey. It gives you protected time to focus on learning, helping you build the skills and confidence needed to succeed in your role and future career.

English and Maths

If you do not already hold an equivalent qualification you may need to achieve Functional Skills qualifications in English and/or Maths as part of your apprenticeship. If you are aged 19+ you may opt out but this must be supported by an individual's employer. PTP will support you throughout this process by providing:

- Initial assessments to identify your current level and any areas for improvement.
- Targeted teaching and learning sessions to build your confidence and skills.
- Ongoing support and feedback to help you prepare for your assessments.

Your tutor will discuss your individual needs and create a learning plan to help you achieve the required level. Functional Skills learning will be integrated into your apprenticeship so that you can apply what you learn directly in the workplace.

Developing your English and Maths skills will not only help you complete your apprenticeship successfully, but also enhance your career prospects, confidence, and future progression opportunities.



Wider Skills

Your apprenticeship isn't just about achieving a qualification - it is an opportunity to broaden your knowledge, develop your skills, and strengthen your behaviours both in and outside the workplace. Throughout your programme, you will take part in teaching, learning, discussion, and debate on a wide range of topics designed to support your personal and professional growth. These will include:

- **British Values and the Prevent Duty** - understanding respect, tolerance, democracy, and how to recognise and challenge extremism.
- **Safeguarding** - ensuring the safety and wellbeing of yourself and others.
- **Online safety** - understanding how to protect yourself and others when using the internet, digital platforms, and social media.
- **Health and Safety** - maintaining safe working practices in line with legal and organisational standards.
- **Local and Regional Issues** - exploring how your industry community are connected, and the challenges that affect your region.
- **Health and wellbeing** - focuses on understanding how both physical and mental health affect you and those around you, both in and out of the workplace.
- **Sustainability** - understanding environmental impact and how to work responsibly for a more sustainable future.

Engaging with these and a range of other areas will help you become a well-rounded professional, capable of contributing positively to your workplace and the wider community.



Information, Advice, Guidance and Learning Support

Throughout your apprenticeship, you will receive ongoing information, advice, guidance, and support from both your employer and PTP. This support covers all aspects of your apprenticeship, including your employment, learning activities, assessments or exams, and future career planning.

Our aim is to ensure that you are enrolled on the right apprenticeship, at the right level, from the very beginning of your journey. If you have any known learning support needs, these will be discussed and reviewed with you before starting and throughout your apprenticeship to make sure you have the right help in place.

If at any point you have concerns or face barriers that affect your progress, please speak to your tutor. They will do their best to provide appropriate support or, where necessary, help you access specialist support and guidance.

Additional free help and advice is also available from the Department for Education through the Apprentice Support Centre:

📞 Call: 08000 150 400

✉ Email: nationalhelpdesk@apprenticeships.gov.uk



Feedback, Compliments and Complaints



At PTP, your feedback is extremely important to us. It helps us to understand your experience, celebrate what we are doing well, and identify areas where we can improve our services for you and future apprentices.

Throughout your apprenticeship, you will be given opportunities to share your feedback - for example, through surveys, progress reviews, or informal discussions with your tutor. We welcome your honest opinions and ideas at any stage of your learning journey.

We are here to help and always happy to listen. If you'd like to share feedback, ask questions, or discuss your experience directly, please contact us using one of the following methods:

✉ Email: skills@ptp-training.co.uk

☎ Call: 01922 651 100

QR Code:



Alternatively, you can send us a message with your details, and a member of our team will get in touch. Your views matter - by sharing your feedback, you play an important part in helping us continually enhance the quality of training and support we provide to all apprentices.

Gateway and End Point Assessment

The End-Point Assessment (EPA) is the final stage of your apprenticeship and provides an opportunity for you to demonstrate the knowledge, skills, and behaviours (KSBs) you have developed throughout your programme. It is designed to confirm that you are fully competent in your occupational role and ready to work independently within your chosen industry.

Your EPA will be carried out by an independent End-Point Assessment Organisation (EPAO). This ensures that your achievement is assessed fairly and consistently across all apprentices nationally.

The EPA Process

Before you can undertake your EPA, several key steps must be completed:

- You must have successfully completed all on-programme learning and any required qualifications (such as Maths and English).
- You, your employer, and your tutor will agree that you are ready for the EPA - this is known as “gateway readiness.”
- Once at gateway, your EPA will be booked and planned, and you will be fully supported to prepare.

The exact format of your EPA will depend on your apprenticeship standard but may include:

- Practical observations or demonstrations of work-based tasks.
- Professional discussions or interviews.
- Knowledge tests or written assignments.
- Project presentations or portfolios of evidence.

Your tutor will explain the EPA requirements early in your programme and revisit them regularly during progress reviews, ensuring that you feel confident and prepared when the time comes.

Successful completion of your End-Point Assessment marks the formal achievement of your apprenticeship and demonstrates that you have reached the required industry standard - a significant milestone in your professional development.

You will be formally notified of your achievement and have the opportunity to celebrate your success with your employer and PTP.



On Program Support

This section outlines the key support services and resources provided by PTP throughout your apprenticeship journey. Our goal is to ensure you feel confident, supported, and empowered to succeed both in your workplace and in your learning.

Absence Reporting

To get the most out of your time with PTP, it is important that you attend all your planned sessions. Consistent attendance ensures steady progress and helps you gain the full benefit of your learning experience.

However, we understand that there may be times when you are unable to attend due to illness or other unforeseen circumstances. If this happens, PTP is here to support you.

- In the first instance, please contact your tutor as soon as possible to inform them of your absence.
- They will discuss any actions required, including opportunities to catch up on missed work or attend additional sessions, to ensure that you do not fall behind in your learning.
- As your employer funds your time spent in learning sessions, it is also important that you follow your employer's absence reporting procedures.
- Please speak to your line manager or HR representative to confirm their expectations around reporting absences for training sessions.
- By maintaining good communication with both PTP and your employer, we can work together to keep your apprenticeship on track and ensure you continue to make progress toward your goals.

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Safeguarding

PTP is fully committed to ensuring, as far as is reasonably practicable, the safety and wellbeing of all children, young people, and adults in vulnerable circumstances who are on our premises or engaged in learning activities at any location.

We take our safeguarding responsibilities seriously and have clear policies and procedures in place to protect all learners. For more detailed information, please refer to our [Safeguarding Policy](#).

If you have any concerns or issues related to safeguarding, these should be reported immediately to one of the Designated Safeguarding Officers listed below:

Designated Safeguarding Lead

✉ Julie Heathcote – julieh@ptp-training.co.uk

☎ 07870 871 008

Deputy Safeguarding Lead

✉ Amy Johnson – amy.johnson@ptp-training.co.uk

☎ 07734 814 928

You can also email ask@ptp-training.co.uk or follow the QR Code email link



Your safety and wellbeing are our priority. If you are ever unsure about something or feel unsafe, please speak to your tutor or contact a Safeguarding Officer directly. Also you should make your employers safeguarding officer or lead aware of any concerns.

Mental Health

Starting an apprenticeship is exciting, you are learning new skills, earning money, and building your career. It can also feel overwhelming at times. Balancing work, study, and personal life often brings stress, pressure, and uncertainty. That is why looking after your mental health is just as important as mastering your trade. At PTP we have a dedicated team of Mental Health First Aiders to assist you when called upon.



Equality, Diversity, Inclusion and Belonging

PTP is committed to creating an inclusive learning environment that attracts, develops, and retains the best apprentices, employers, and staff. We strive to build a community that is free from discrimination and one in which diversity is recognised, respected, and celebrated.

We ensure that every individual who takes part in our apprenticeship programmes is valued, supported, and treated with respect. PTP welcomes the unique talents, backgrounds, and experiences that each apprentice brings, and we believe that diversity strengthens both learning and the workplace.

By promoting equality, diversity, and inclusion in all that we do, we aim to provide a safe, supportive, and empowering environment where everyone can achieve their full potential.

Plagiarism and Academic Malpractice

PTP takes instances of cheating, plagiarism, malpractice and fraudulent or fabricated coursework very seriously and this can result in the permanent exclusion from the apprenticeship. You will be supported throughout the programme on correct practice and any applicable referencing by your tutor, to avoid any accidental issues regarding this.

AI

AI plagiarism occurs when a learner submits content generated by artificial intelligence (e.g., ChatGPT, Grammarly, or other tools) as their own original work without proper acknowledgment. This includes:

- Submitting AI-generated text, code, or images without citation
- Using AI to complete assessments or assignments in full or in part
- Failing to disclose the use of AI tools when required

Learners must ensure that all submitted work is their own. Any assistance from AI tools must be clearly acknowledged and used within permitted guidelines.

Health and Safety

Performance Through People is committed to providing a safe working environment for all learners. This includes systems which will ensure (so far as is reasonably practical) the health, safety and welfare of all its learners while studying.

Information and instruction relating to specific health and safety requirements in your particular area of study will be given to you during your course, e.g. at induction or before going on placement whilst on Study Programme. You have a responsibility to ensure that you do not put yourself or others at risk of injury through, for example, misuse of safety equipment, foolhardy behaviour or failing to comply with safety instructions. If you do have an accident at work you must let us know.

Next Steps

Completing your apprenticeship is just the beginning of your professional journey. You will have developed valuable experience and transferable skills that can open doors to a range of exciting opportunities, such as:

- Progressing to a higher-level apprenticeship to continue building your expertise.
- Advancing within your current organisation, taking on new responsibilities or leadership roles.
- Pursuing further education or professional qualifications relevant to your chosen career path.
- Entering new or promoted employment with the confidence and competence gained through your apprenticeship experience.

Your tutor and employer will support you in exploring your next steps, ensuring you have the guidance and confidence to continue developing and achieving your long-term career goals.



Glossary

Apprenticeship agreement

An apprenticeship agreement is between an employer and an apprentice, detailing start and planned end dates and planned Off the Job Training hours.

Apprenticeship levy

The apprenticeship levy is a way for the government to raise funds to pay for apprenticeship training and assessment across the UK. It is a payment made by large employers. Employers who pay the levy can use the funds in their digital apprenticeship account to cover the cost of training and assessing apprentices.

Apprenticeship service account

Where employers can manage their funding and apprentices, view their account balance and plan their spending.

Break in learning

A break in training where an individual is not currently continuing with their apprenticeship but intends to resume their apprenticeship in the future. An example is maternity/paternity or long term sick leave.

Care leaver

An individual aged 16 to 24 who was (or still is) in the care of their Local Authority.

Care leavers' bursary

An additional payment that is paid to apprentices who are in care or are care leavers. This payment is to acknowledge that most care leavers struggle financially and live independently without family support.

Certificates

Issued by awarding bodies to demonstrate an individual's qualifications, for example Level 2 English and Maths.

Change of circumstance

Changes in an apprentice's personal or employment circumstances, or to their apprenticeship.

Complete early

When an apprentice completes all their training and assessment (including end-point assessment) before the planned end date. The learning period needs to meet the minimum 8-month duration and agreed OTJ.

Day release

A delivery model whereby the apprentice undertakes active learning for one day per week. This can be in centre, online or independent and supported study.

Distance learning

Learning that is delivered remotely rather than face-to-face. For example, e-learning and webinars.

Education, health and care (EHC) plan

An education, health and care (EHC) plan is for children and young people aged up to age 25 who need more support. An EHC plan identifies educational, health and social needs setting out what support is required.

Employer

An organisation that has a contract of service and has an apprenticeship agreement with an apprentice.

Glossary

End-point assessment (EPA)

A rigorous, robust and independent assessment undertaken by an apprentice at the end of training to test that the apprentice can perform in the occupation they have been trained in and can demonstrate the duties, and knowledge, skills and behaviours (KSBs) set out in the occupational standard.

End-point assessment organisation (EPAO)

An organisation approved to deliver end-point assessment for a particular apprenticeship standard. EPAOs must be on the register of end-point assessment organisations.

English and Maths

Two separate qualifications that apprentices may require to achieve an apprenticeship. Previous attainment of functional skills, GCSE's and other English and Maths qualifications will be reviewed to assess requirements prior to starting the apprenticeship.

Functional Skills

These are English and Maths qualifications that apprentices may require to achieve an apprenticeship. Exemption from these will be assessed prior to starting on programme.

Gateway requirements

Takes place before the End Point Assessment can start. The employer and training provider review their apprentice's knowledge, skills and behaviours to see if they have met the minimum requirements of the apprenticeship standard and are ready to take the assessment.

Higher apprenticeships

An apprenticeship where the main learning is at level 4 or above. This is equivalent to a certificate of higher education or above.

Initial assessment

The process of identifying an individual's learning and support needs to enable the design of an individual training plan. It determines the starting point for the apprenticeship.

Knowledge, skills and behaviours (KSBs)

These are set out in all apprenticeship standards; this is a set of criteria an apprentice will need to evidence their competency against to prove their readiness for EPA.

Learning actual end date

Date when learning for the apprenticeship is complete. This can include off-the job training and English and maths.

Learning difficulty or disability (LDD)

Where apprentices have identified, or tutors become aware of, any learning needs they can be provided with additional learning support to assist them in achieving their goals and ambitions. This can be reviewed at any point in the programme and reasonable adjustments made to ensure individuals are not disadvantaged by any barriers they may need to overcome.

Learning planned end date

When learning towards the apprenticeship is planned to finish.

Learning start date

This is when learning begins, usually the day of enrolment on the apprenticeship. It can include off-the-job training and English and Maths. Some teaching and learning will take place on this date.

Glossary

Mentoring

Can be included as off-the-job training, mentoring must meet the definition of Off-the-Job Training (new learning, relevant to the apprenticeship, not English and Maths, delivered within normal working hours) and be documented in the training plan. The mentor must be a more senior or experienced member of staff. This does not include general line management. The apprentice must not be doing productive work.

Minimum duration

The minimum length of time an apprentice must spend on training is 8 months; however, many apprenticeships take longer depending on individual circumstances and the apprenticeship standard and level.

National Minimum Wage

This is the lowest hourly rate that apprentices can be paid at. These rates are reviewed and often increased every April by the Government.

Non-levy paying employer

An employer, or group of connected employers, with a collective annual pay bill of less than £3 million who therefore do not pay the apprenticeship levy.

Non-mandatory qualification

A qualification that an apprentice does not require to achieve an apprenticeship. Teaching and learning will be for the knowledge, skills and behaviour requirements of the apprenticeship standard.

Normal working hours

The apprentice's paid hours, not including any overtime. Legally, there are maximum weekly working hours dependent upon age and other factors.

Off-the-Job Training (OTJT)

Defined as training, which a) is delivering new knowledge, skills and behaviours, b) is directly relevant to the apprenticeship, c) is delivered in the apprentice's normal working hours (but outside of their productive job role) and d) excludes ineligible activities such as standalone English and maths qualifications.

Ofsted

Ofsted's role is to make sure that organisations providing education, training and care services in England do so to a high standard for children and students. They undertake physical inspections of education providers and talk with their students to ensure they meet this standard.

On-programme assessment

Any assessment activity required as a result of a mandatory qualification during the programme (e.g. an exam at the end of a module). This is different to the end-point assessment, which takes place at the end of an apprenticeship.

Parental leave

When an employee takes time off work due to maternity leave, paternity leave, shared parental leave or adoption leave. Depending on the duration, parental leave may count as a break in learning, See also 'Break in learning'.

Glossary

Personal learning record (PLR)

The personal learning record (PLR) allows individual apprentices access to their past and current achievement records.

Practical or Learning period

The period for which the employer and apprentice agree that the apprentice will work and receive training on their chosen programme. This does not include end-point assessment.

Prior learning

Previous learning that may count towards an apprenticeship. For example, work experience, education, training and qualifications. Before a learner starts an apprenticeship, PTP will undertake an initial assessment of existing knowledge, skills and behaviours to check eligibility and where applicable reduce the length of learning time on the apprenticeship.

Progress review

This a review of progress on the apprenticeship, including off the job training and wider skills. These will be carried out every 8-10 weeks with the apprentice and the employer given the opportunity to participate and contribute.

Provider

PTP is a registered provider with Department for Education.

Redundancy

If an apprentice is made redundant whilst on programme it may be possible for them to continue learning towards the Gateway and End Point Assessment, even if they don't transfer to a new employer undertaking the same or similar role. This will depend on individual circumstances and the amount of time remaining on the Training Plan.

Resit

Taking a mandatory qualification or end-point assessment again, without extra learning.

Restart

When an apprentice returns to learning on their apprenticeship following a Break in Learning, transfers from another training provider or has previously started but not completed the apprenticeship standard. When an apprentice restarts, they usually join the apprenticeship programme from the point they previously left.

Retake

Taking an assessment, exam or the end-point assessment again, after further training.

Self-directed distance learning

When an apprentice is working alone with online material. The material is not delivered in real time and there is no interactive support.

Skills England

An executive agency of the Department for Education. You can find more information on the [Skills England](#) website.

Skills Gap Analysis

A skills scan is an assessment of the individual's knowledge, skills and behaviours (KSBs), as they relate to the apprenticeship standard.

Smart Assessor

Is the PTP e-portfolio tool. It helps students create and keep together records of learning, progression and achievement that is underpinned by personal, professional and academic development.

Glossary

Standards

An apprenticeship standard describes the occupation to which it relates and sets out the outcomes to achieve the standard. Apprenticeship standards are approved and published by Skills England. [Skills England Apprenticeships](#)

Subcontractor

An organisation that delivers apprenticeship training on behalf of PTP.

Time log

Where the apprentice logs a record of completed Off The Job learning hours or Maths and English delivery in their E-Portfolio (Smart Assessor).

Training plan

The training plan sets out what has been identified as required to complete the apprenticeship. The plan also outlines how the apprentice will be supported to successfully achieve the apprenticeship.

Unique learner number (ULN)

This is a 10 digit Department for Education reference number for anyone that is in education or training and older than 14.

Withdrawal

When an apprentice leaves their job and does not want to continue with a new employer or stops taking part in their apprenticeship before they have completed it.

Work experience

The jobs or volunteering that someone has had or the type of work they have done in the past.

Supporting Organisations and Extras

Student Union

As an apprentice you are entitled to some additional benefits that are available to others undertaking learning programme. The National Union of Students has a scheme for Apprenticeships called TOTUM Card. [TOTUM Card](#) There is usually a charge, but your tutor can provide you with a discount code to get your TOTUM card for free. Please ask your tutor for more details.

Whether you're concerned about yourself, a friend or a loved one, these helplines and support groups can offer expert advice.

Urgent Mental Health Support

NHS 111 (England/Wales): Call 111, select mental health option for urgent help or crisis assessment
Emergency: Call 999 or go to A&E if someone's life is at risk, including suicidal intentions or self-harm

General Mental Health Support

Samaritans: 24/7 support for anyone in distress; call 116 123 (free), <https://www.samaritans.org/how-we-can-help/contact-samaritan/> email jo@samaritans.org. Welsh line: 0808 164 0123 (7pm–11pm)

Mind: Support and advice related to mental health; call 0300 123 3393 (Mon–Fri, 9am–6pm), www.mind.org.uk email info@mind.org.uk, webchat available

SANeline: For mental health issues and emotional support; call 0300 304 7000 (4:30pm–10pm) or email support@sane.org.uk

CALM (Campaign Against Living Miserably): Support for men in crisis; call 0800 58 58 58 (5pm–midnight), www.thecalmzone.net/ webchat service available

Shout: 24/7 confidential text support; text "SHOUT" to 85258

Anxiety UK: Charity providing support for people affected by anxiety disorders; call 03444 775 774, website www.anxietyuk.org.uk

Men's Health Forum: 24/7 stress support for men by text, chat, and email www.menshealthforum.org.uk

No Panic: Voluntary charity offering support for sufferers of panic attacks and OCD. Offers a course to help overcome phobias and OCD; call 0844 967 4848, www.nopanic.org.uk

Rethink Mental Illness: Support and advice for people living with mental illness; call 0300 5000 927, www.rethink.org

Suicide Prevention and Young People

Papyrus HOPELINEUK: For under 35s struggling with suicidal thoughts; call 0800 068 4141, text 07786 209 697, www.papyrus-uk.org/ or email pat@papyrus-uk.org

Childline: For children under 19; call 0800 1111 any time or access 1-to-1 online counselling www.childline.org.uk

YoungMinds: Parents helpline for support; call 0808 802 5544 (Mon–Fri, 9:30am–4pm), text service for under 19s via YM to 85258 www.youngminds.org.uk

Supporting Organisations and Extras

Abuse and Trauma Support

Refuge: Domestic violence support; call 0808 2000 247, online chat available, www.refuge.org.uk

The Survivors Trust: For survivors of sexual abuse; call 0808 801 0818, <https://thesurvivorstrust.org/> email helpline@thesurvivorstrust.org

Respect Men's Advice Line: Male victims of domestic abuse; call 0808 801 0327, www.respect.org.uk webchat support available

NSPCC: Children's charity dedicated to ending child abuse and child cruelty; call 0800 1111, or 0808 800 5000 for adults concerned about a child, www.nspcc.org.uk

Crime Victims · Rape Crisis, call 0808 802 9999 www.rapecrisis.org.uk · Victim Support, call 0808 168 9111 www.victimsupport.org.uk

Condition-Specific Helplines

Eating Disorders: Beat, call 0808 801 0677 (Mon–Fri, 3pm–8pm), email support available

OCD Support: OCD Action, call 0300 636 5478 (Mon–Fri, 9:30am–8pm), email support@ocdaction.org.uk · Bipolar Disorder: Bipolar UK, peer support line via website www.bipolaruk.org

Addiction Support: Alcoholics Anonymous 0800 917 7650, Narcotics Anonymous 0300 999 1212, Talk to Frank 0300 123 6600

Alzheimer's: Alzheimer's Society: provides information on dementia, including factsheets and helplines, 0300 222 1122, www.alzheimers.org.uk

Carer and Disability Support

Carers UK: Call 0808 808 7777 (Mon–Fri, 9am–6pm), email advice@carersuk.org

Scope: Support for disabled people and families; call 0808 800 3333, email helpline@scope.org.uk

Other

Bereavement: CRUSE Bereavement Care: 0844 477 9400 www.cruse.org.uk

Parenting: Family Lives Advice on all aspects of parenting including dealing with bullying; call 0808 800 2222 www.familylives.org.uk · Relationships: Relate The UK's largest provider of relationship support www.relate.org.uk

Your Wellbeing

Prioritise Sleep:

Aim for 7-9 hours of sleep each night. A well rested brain is better at focusing, problem-solving, and retaining information.

Eat Balanced Meals:

Nutritious food fuels your body and brain. Don't skip meals, especially breakfast.

Stay Connected:

Talk to friends, family, or classmates. A strong support system helps reduce stress and boosts emotional wellbeing.

Practice Mindfulness or Relaxation:

Breathing exercises, meditation, or even a quiet moment can help you feel calm or focused.

Limit Screen Time:

Take regular screen breaks, especially before bed. Too much screen time can affect your sleep and stress levels.

Stay Active:

Regular movement, even short walks or stretching, can improve mood, energy levels, and concentration.

Take Breaks:

Use short, regular breaks during study sessions to avoid burnout and improve productivity.

Manage Your Time:

Use a planner or app to schedule study sessions, deadlines, and downtime. This reduces last-minute stress.

Know When to Ask for Help:

Whether academic or personal, speak to a tutor, counsellor, or support services when you need it.

Celebrate Progress:

Acknowledge your achievements, big or small. Self recognition boosts confidence and motivation.



**performance
through people**



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