



Sport Structures Manager Handbook

Essential information and guidance
about the apprenticeship

Welcome to your Sport Structures Apprenticeship

Your apprenticeship journey starts here

Hello and welcome to your apprenticeship. We're excited to support you on your journey.

This handbook is designed to provide you with an introduction to the apprenticeship. It contains information about your learner's learning journey, the people you will be working with, what you can expect from us, your requirements as a manager supporting an apprentice, and the support available to you.

Sport Structures was formed in 2002

and more information on us can be found on our website [here](#).

We hope you find this handbook informative and if you have any questions please speak to any member of our team .

All our company policies are available on request and some key ones can be found [here](#), so please familiarise yourself with them.

We wish you a happy, productive and positive apprenticeship experience.

Our Vision:

'Transform sport and physical activity through empowering and inspiring people.'

Our Values:

Passion Integrity Excellence Togetherness

What is an Apprenticeship

A real job, with hands-on experience and the chance to train while you work with the added bonus of a skills development and assessment programme. Staff gain valuable on-the-job skills and knowledge, relevant to their role and to your business.

Designed to expand capabilities, increase performance and improve lives, apprenticeships can only be delivered by government-approved companies such as Sport Structures. Taught through a mix of workforce and off-the-job training, apprentices have the opportunity to demonstrate their new skills within the work environment.

Furthermore, a variety of interactive, online and face to face training and workshops will be delivered by an expert team of qualified tutors/assessors, coupled with industry specialists ensuring your team is engaged and motivated throughout their learning journey.

Expectations

Our code of conducts for staff and learners are detailed [here](#) and we expect everyone working in our apprenticeship programmes to abide by these.

We will always:

- ☑ Support you and your apprentice's specific learning needs
- ☑ Treat you with respect
- ☑ Deliver high quality training focussed on your apprentice's job role and professional development
- ☑ Provide a fully qualified, dedicated Tutor/Assessor
- ☑ Provide you with feedback
- ☑ Keep you informed of any changes to the delivery plan

- ☑ Provide details of assessment methods and the appeals process.

What Qualifications Will Learners Receive?

Undertaking an apprenticeship will provide your apprentices with;

Apprenticeship Standards

A certificate to show that the necessary knowledge, skills and behaviours associated with the chosen apprenticeship standard have been achieved in addition to the completion of an End Point Assessments to prove competence.

Accredited Qualifications

These may be a mandatory part of your apprenticeship or be included as a added -value qualifications. These will be subject to Awarding Organisation requirements which our tutor/assessors will guide your learners through.

Functional Skills

The assessment plan associated with your chosen apprenticeship will require apprentices to meet certain levels of maths and English. If this standard isn't met, we will support the apprentice to achieve functional skills qualifications. If apprentices meet the required standards, we will continue to embed functional skills into their ongoing study to support their development of these skills and to make them a more valuable individual to your organisation.

The Apprenticeship Journey

There are 8 stages to your apprenticeship journey. We will work with you at each stage to ensure you and your apprentice have the best possible experience.



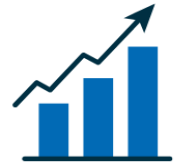
Enrolment & Initial
assessment



Teaching & Learning



Ongoing Assess-
ment of KSBs



Tracking of Progress
& OTJ Training



Internal Quality
Assurance



Gateway Submission



End Point
Assessment



Completion &
Certification

Initial Assessment and Enrolment

Assessing your staff's capabilities to understand their needs, certifying the most relevant apprenticeship programme is being offered. Your input during the enrolment stage ensures the programme meets the needs of your organisation and apprentice. An individual learning plan (ILP) is set during this stage.

Teaching and Learning

This forms the majority of the apprenticeship and last a minimum of 12 months. Apprentices will gain knowledge, learning new skills and behaviours directly linked to their role. In addition, key topics such as safeguarding and Fundamental British Values will be embedded into the programme. The ILP will detail what the apprentice is required to do throughout their apprenticeship.

Ongoing Assessment of KSBs

Regular check-ins ensure your apprentice has demonstrable evidence of a practical understanding and application of skills within their job role, which are aligned to your apprenticeship standard. Apprentices will be supported by their tutor/assessor and assessed through a variety of methods to ensure they are making progress and in preparation for their EPA.

Tracking of Progress and OTJ Training

Progress reviews will be conducted every 10 weeks, involving you and your apprentices to monitor progress, agree objectives and identify solutions to any challenges being faced. OTJ training will be tracked by the apprentice, showcasing time spent learning and embedding the new KSBs on their apprenticeship. More details can be found on the Contracts and Commitments page.

Throughout the apprenticeship, the progression of your apprentice will be reported on our e-portfolio, Aptem. You will be granted access to ensure you can track your apprentices and individual reports where information can be shared with other colleagues, if required.



Internal Quality Assurance

We are committed to continual improvement of our apprenticeship programmes for the benefit of all of our learners and organisations. We have a robust quality assurance strategy in place to support this, with quality assurance activities including: OTLAs, evidence sampling, interviews, surveys and standardisation.

Gateway Submission

Once your apprentices have completed the training and learning element of the apprenticeship, we will conduct a final gateway review. This gateway review will check all requirements have been achieved in preparation of the EPA. We will confirm with you that your apprentice has achieved the desired knowledge and skills and can demonstrate the appropriate behaviours to progress to an EPA.

End Point Assessment

The EPA ensures apprentices are capable of transferring their knowledge, skills and behaviours into their job and beyond as a result of high industry standard training.

The EPA of every apprenticeship involves a specialist independent who ensure all apprentices follow the same standard and are assessed consistently. Only organisations on the Register of End Point Assessment Organisations are eligible to conduct independent End Point Assessments.

Completion and Certification

The EPAO will complete the apprentice's assessment and provide a final grade. If your apprentice is unsuccessful in any element of the End Point Assessment, you will have an opportunity to resit, but this may incur a cost for you as the employer.

On successful completion of the End Point Assessment, the EPAO will apply for an apprenticeship certificate which will be sent directly to you, as the employer. Certificates are normally received by employers within a month of successful completion, however, on occasions this may take slightly longer.



Employer and Manager Responsibilities

The employer and manager overseeing their employee's apprenticeship agree to:

- ☑ Take all necessary steps for securing the health, safety, and welfare of the apprentices as required under relevant legislation. To have valid Employers and Public Liability Insurance in place. To make known in a timely manner any insurance changes that may have an effect on the apprenticeship programme.
- ☑ Provide a safe and healthy working environment making sure apprentices are aware of any risks associated with their role and provide sufficient training and support to allow apprentices to carry out their job safely.
- ☑ Provide a non-discriminatory environment, free from bullying, harassment, and threat. Respect learners beliefs, values, and culture, fulfilling all requirements of the Equality Act 2010.
- ☑ Ensure all apprentices are encouraged and allowed sufficient paid time during normal working hours to undertake their qualifications, training, and examinations as specified in their Individual Learning Plan (ILP).
- ☑ To have an active involvement in reviewing the apprentice's progress including attending and providing feedback for Progress Reviews conducted every 10 weeks.
- ☑ Ensure the apprentice has a written contract of employment covering the duration of the apprenticeship (including EPA) and, as a minimum, include the hours of work, pay, conditions, holidays, notice requirements, grievance/ absence/ disciplinary procedures.
- ☑ Ensure apprentices are paid at least the minimum wage, for more information please [click here](#).
- ☑ Provide, facilities, experience and training in the workplace that will help the learner achieve their learning programme as agreed in the ILP.
- ☑ To promptly make it known if you become aware of any reasons or factors that may impact on the apprentice's ability to achieve their apprenticeship; including disciplinary procedures or sickness which exceeds 10 days.
- ☑ Allow Sport Structures staff to contact the learner as and when required within prior agreed arrangements.
- ☑ Ensure that anyone working with young or vulnerable individuals have been checked with the Disclosure and Barring Service.
- ☑ Ensure apprentices understand your organisations policies and procedures.

Contracts and Commitments

Apprenticeship Training Services Agreement (ATSA)

The ATSA must be signed prior to the start of an apprenticeship. This contract sets out the agreed terms and conditions between the employer and training provider for the provision of apprenticeship training services.

Apprenticeship Agreement

An Apprenticeship Agreement must be signed at the start of the apprenticeship to confirm the employment arrangements between the apprentice and the employer. The purpose of the Apprenticeship Agreement is to identify:

- ☑ The apprenticeship standard connected to the apprenticeship.
- ☑ The dates during which the apprenticeship is expected to take place.
- ☑ The amount of OTJ training the apprentice is to receive.

Commitment Statement

A Commitment Statement must be signed at the start of the apprenticeship. The document sets out the expectations of the apprentice, employer and training provider. The statement records the commitment of all parties towards the fulfilment of the apprenticeship programme.

This document includes:

- ☑ The planned content and training schedule.

- ☑ What is expected and offered by the employer, the training provider, and the apprentice.
- ☑ How to resolve queries or complaints.

Written Agreement

Signed at the start of the apprenticeship, the document contains details of the End Point Assessment Organisation, any subcontractors involved in the delivery of the programme and the areas of responsibility for each party with the relevant costs.

Progress Reviews

Conducted every 10 weeks and signed by the employer, learner and Tutor/Assessor, Progress Reviews are an opportunity to reflect on programme development, addressing successes and challenges through gathering feedback from the you as the employer, your apprentice and Tutor/Assessor. The apprentices progress is considered against the standards and impact of learning, with all parties identifying any actions or concerns.

20% OTJ Evidence Record

Generated periodically, the 20% Off-The-Job Evidence Record document must be signed by the employer, learner, and Tutor/Assessor to confirm the number of Off-The-Job Hours (OTJH) captured by the apprentice.

Off-The-Job Training

Off-the-job (OTJ) training is a statutory requirement for an apprenticeship. It's training that is received by the apprentice during their normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship as referenced to within the apprenticeship agreement. By normal working hours we mean paid hours excluding overtime.

Each apprentice must spend a minimum of 20% of their contracted time on Off-the-job training. Off-the-job training is calculated as 20% of the whole period of the apprenticeship. This therefore means, the amount of off-the-job training may vary week by week, as long as the overall 20% is achieved before the end of the programme. We will work with you and the apprentice to ensure this is completed and tracked accurately.

What Does Count as OTJ Training?

- ✓ Attending training sessions
- ✓ Coaching and mentoring
- ✓ Online learning
- ✓ Independent research
- ✓ Assignments
- ✓ Employer supervision
- ✓ In-house training
- ✓ Role play and simulated exercises
- ✓ Off-site visits

- ✓ Shadowing colleagues
- ✓ Team meetings
- ✓ Compiling a reflective journal
- ✓ Industry visits or competitions.

What Does Not Count as OTJ Training?

- ✓ Day-to-day work
- ✓ Progress reviews
- ✓ On-programme assessments
- ✓ Work and/or training which is undertaken outside an apprentices paid working hours
- ✓ Work and/or training which is not relevant to the apprenticeship.



Responsibilities of your Apprentices

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Progress Reviews

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Safeguarding and Welfare

Safeguarding and Welfare

Safeguarding is the term used to define the actions we take to promote the welfare of individuals and protect them from harm, abuse, and exploitation. We are committed to providing a safe, supportive, and inclusive learning environment for everyone. Every member of staff has a responsibility to help ensure your safety and wellbeing. A safeguarding concern is: *"Anything that may cause worry about another person or contributes to a person feeling uncomfortable or unsure about the safety or welfare of someone else or themselves (including indications of potential radicalisation and expression of extremist views)"*

Safeguarding concerns can include:

- ♦ Abuse—including physical, psychological, emotional, sexual, financial and neglect
- ♦ Discrimination
- ♦ Homelessness
- ♦ Mental health issues
- ♦ Physical health issues
- ♦ Substance use
- ♦ Radicalisation
- ♦ Concerns about welfare of friends, family or neighbours

As part of our duty of care to you, it is important for you to understand the following:

- ♦ If you have a safeguarding concern about yourself or someone else, it is important you tell someone you trust or you may choose to contact one of

the organisations on the Safeguarding Contacts List page.

- ♦ We have robust safeguarding arrangements in place and more details on this can be found in our Safeguarding and Prevent Policy and Procedures [here](#) and on our Safeguarding Poster [here](#).
- ♦ We have a duty of care to all of our learners, where there is risk of harm we will need to take action. We will treat any safeguarding suspicions or disclosures with professionalism and care.
- ♦ We have to work on the assumption that sexual harassment and online sexual abuse is happening, so we will check for this even when no reports are made.
- ♦ Depending on the nature of the safeguarding concern, information may have to be shared with your Tutor/Assessor, their manager, or the Designated Safeguarding Lead (DSL). It may also be appropriate for information to be shared with external organisations in order to get appropriate help.

Prevent

The Prevent Strategy is part of the Government's Counter Terrorism Strategy (CONTEST). Prevent is a multi-agency approach to safeguarding people at risk of radicalisation (e.g. being drawn into extremist groups, including terrorist groups).

As part of the strategy, we have a legal duty to “pay due regard to the need to prevent people from being drawn into terrorism.”

The radicalisation process is very similar to a grooming process for abuse. Often individuals can be made to change their behaviour and can end up supporting extremist groups when they maybe wouldn't have chosen to do so before.

If you have concerns about radicalisation in relation to yourself or someone else, speak to your Tutor/Assessor or contact the confiden-

Prevent is about helping the individual to change before it's too late. If we become concerned about you or someone else, and believe radicalisation may be happening, it may be appropriate for us to involve Channel. This is a process designed to support the individual and reverse the radicalisation process through input from different agencies.

E-Safety

The internet is an amazing tool for learning, gathering information, meeting people, sharing experiences, shopping and more.

Your wellbeing is our top priority, so keep these tips in mind to ensure your online experience is both enjoyable and safe.

1) Keep private information private

Sharing personal information can make you vulnerable to identify theft, cyberstalking, and other issues. Think twice before you put anything on the web, and make sure the information is suitable for all eyes.

Before you make any internet purchases, check the company's privacy policy. If they don't guarantee to safeguard your personal

data, shop elsewhere. If you shop online keep a close eye on your bank or payment activity. If you notice purchases that you have not made, contact them immediately.

Phishing involves creating sites or sending e-mails that appear to be from a legitimate company asking you to confirm personal information. Most reputable sites will not contact you in this way so be wary of any messages asking you for information such as bank account numbers and passwords. If in doubt do not share.

2) Keep your accounts secure

It's tempting to choose a password that is really easy to remember, such as your birth date or favourite sports team, but these kind of passwords leave you open to identify theft and fraud. Create a password that contains:

- ✓ Eight or more characters
- ✓ Numbers as well as letters
- ✓ Upper and lower case letters
- ✓ Special characters e.g. % @
- ✓ No personal information

3) Keep yourself safe

Many people online are not who they say they are. If you use an online platform such as social media or a dating site to arrange a personal meeting with someone, always meet them in a public place. Before you go your meeting, tell a trusted friend or colleague where you're going and be sure to ask them to check up on you at an agreed time later in the day.



Equality and Diversity

Equality is about ensuring that everyone is treated fairly, equally, and given the same opportunities regardless of race, gender, disability, religion or belief, sexual orientation or age.

Diversity refers to the visible and invisible differences between people. Diversity means respecting and accepting an individual's values, attitudes, cultural perspectives, beliefs, ethnic background, skills, knowledge and life experiences.

We are committed to fostering a safe, inclusive learning environment free from discrimination, harassment or victimisation.

The Equality Act 2010 brought together previous equality laws into one piece of legislation. The Act is a law that protects the rights of individuals and supports equal opportunity for all, promoting a fair and more equal society.

9 Protected Characteristics

It is against the law to discriminate against someone based upon the following protected characteristics.

Age

A person who is a particular age or belongs to a certain age group.

Disability

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment - Gender reassignment is process of transitioning from one gender to another.

Marriage and civil partnerships -

Marriage is a union between a man and a woman or between a same-sex couple. Couples can also have their relationships legally recognised as Civil Partnerships. Civil partners must not be treated less favourably than married couples.

Pregnancy or maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after a birth and is linked to maternity leave. Equality in maternity includes not treating a person unfavourably because they are breastfeeding.

Race - Race refers to a group of people defined by their race, colour, or nationality (including citizenship), ethnic or national origins.

Religion or belief - Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex - The gender an individual identifies as.

Sexual orientation - Sexual orientation is how a person identifies their sexual attraction towards others, towards their



Fundamental British Values and Citizenship

British Values (BV) underpin what it is to be a citizen in a modern Great Britain valuing our community and celebrating diversity of the UK. BVs 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.

4 Fundamental British Values

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

Rule of Law - The need for rules to make a happy, safe and secure environment to live and work.

Individual Liberty - Freedom to make your own choices, protection of your rights and the rights of others.

Mutual respect for, and tolerance of those with different faiths and beliefs, and for those without faith - Understanding that we all do not share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.

British Values (BV) and Citizenship

BV and citizenship can include the following factors:

- ✓ How we make society work together
- ✓ Enabling people to make their own

decisions

- ✓ Taking responsibility for our own lives and communities
- ✓ Promoting a sense of belonging
- ✓ Showing respect and tolerance for all beliefs, backgrounds and cultures
- ✓ Embracing diversity and tackling stereotypes
- ✓ Living in a democracy where your opinion counts
- ✓ Abiding by the rule of law to help protect everyone
- ✓ Ensuring your individual liberty and the right to freedom of speech
- ✓ Promoting equality and human rights.



Health and Safety

Health and Safety

Everyone has the right to work and study in a place they feel safe, where risks to health and safety are properly controlled. We are committed to providing a safe and secure learning environment for everyone that uses our facilities.

What We Will Do:

- ☑ Provide and maintain a healthy and safe learning environment
- ☑ Comply with all relevant legislation e.g. Health and Safety at Work Act 1974
- ☑ Promote good health and safety practices and raise awareness of risk
- ☑ Investigate and record any injuries, accidents or dangerous occurrences and implement preventative action if required
- ☑ Conduct a Health and Safety Review with your employer to ensure you are working in a healthy and safe environment.

Whilst we have a responsibility for your welfare, you also have a responsibility for your own health and safety,

What We Ask Of You:

- ☑ Take reasonable care of your own and other people's health and safety
- ☑ Follow all health and safety rules and regulations set
- ☑ Respect all equipment and use only as trained to do so for their intended purpose
- ☑ Use of correct Personal Protective Equipment (PPE)
- ☑ Make sure you are aware of all safety procedures in the unlikely event of a fire or an accident
- ☑ Report any incidents or potential hazards to a member of staff immediately.

Accidents

If you have an accident whilst on our premises you should report this to a member of staff immediately who will raise the issue with the first aid representative. All accidents and emergencies should be recorded and reported under RIDDOR if required.

Data Protection

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) and Data Protection Bill replaced the previous European Directive

The regulation considerably changed the data protection law in many areas, harmonising and ending the inconsistent approaches taken by different countries. It enabled people to exert better control of their personal data. Modernising rules allow for a 'one-stop shop' which reduced the complex need to deal with multiple Data Protection Authorities, where businesses operate across multiple countries.

Your personal data will only be stored whilst it is relevant (e.g. for managing the progress of your apprenticeship) and will not be disclosed to any person without your written authority, or, unless required by law.

How We Use Your Data

Further information on how we will use your data can be found in your Apprenticeship Learning Agreement and by reviewing the Education and Skills Funding Agency Privacy Notice, which you can find here: www.bit.ly/ESFA-Privacy.



Safeguarding Contact List

Able Futures

Support for mental health at work.

www.able-futures.co.uk

0800 321 3137

B-Eat

Support for those affected by eating disorders.

www.beateatingdisorders.org.uk

0808 801 0677

Bullying UK (part of Family Lives)

Information and advice for victims of bullying.

www.familylives.org.uk

0808 800 2222

Care Quality Commission

For those with concerns about a child or adult.

www.cqc.org.uk

03000 616161

Child Exploitation and Online Protection

For reporting inappropriate online chat or behaviour.

www.ceop.police.uk

0870 000 3344

Emergency

To be contacted in an emergency.

999

Childline

Counselling service for children and young people

www.childline.org.uk

0800 1111

Children's Rights Alliance

Guidance on safeguarding and promoting the rights of children and young people.

www.crae.org.uk

020 3174 2279

Cruse Bereavement Care

Helping bereaved people to cope with their loss.

www.cruse.org.uk

0808 808 1677

Domestic Violence UK

Support for those affected by domestic abuse.

domesticviolenceuk.org

Drink Aware

Advice about alcohol and issues relating to its misuse.

www.drinkaware.co.uk

020 7766 9900

Equality and Human Rights Commission

Independent body for the elimination of unlawful discrimination.

www.equalityhumanrights.com

Get Connected

Advice and information about mental health, dual diagnosis and addiction.

www.getconnected.org.uk

0203 993 5571

Gingerbread

Advice and support for single parents.

www.gingerbread.org.uk

0207 428 5400

Frank

Advice and information about drugs and legal highs.

www.talktofrank.com

0300 123 6600

Mencap

Learning disability support.

www.mencap.org.uk

0808 808 1111

Mind

Supports individuals and families coping with mental health difficulties.

www.mind.org.uk

0300 123 3393

National Centre for Domestic Abuse

Helps victims of domestic violence.

www.ncdv.org.uk

0800 970 2070

National Bullying Helpline

Support for victims of bullying.

www.nationalbullyinghelpline.co.uk

0845 225 5787

National Debtline

Support with financial and debt problems.

www.nationaldebtline.org

0808 808 4000

National Prevent Hotline

The team to contact to report concerns about radicalisation or extremism.

0800 789 321

National Suicide Prevention Hotline

Support for anyone with thoughts of suicide or self-harm.

0808 689 5652

National Society for the Prevention of Cruelty to Children (NSPCC)

For those with concerns about a child.

www.nspcc.org.uk

0808 800 5000

NHS Direct

Support and guidance on medical issues.

www.thesite.org.uk

111

Relate

Relationship counselling and support.

www.relate.org.uk

0300 100 1234

Remploy

Mental health support service for apprentices.

[Click on this webpage](#)

0300 456 8114

The Samaritans

Confidential support and advice for anyone in distress.

www.samaritans.org.uk

116 123

The Site

Online guide and support on a range of issues for 16-25 year olds.

www.thesite.org.uk

Scope

Disability advice.

www.scope.org.uk

0808 800 3333

Stonewall

Information and support for Lesbian, Gay, Bisexual and Transgender individuals and communities.

www.stonewall.org.uk

Think U Know

Guidance on internet safety.

www.thinkuknow.co.uk

UK Internet Safety

Resources and guidance on internet safety.

<https://saferinternet.org.uk/>



Useful Contacts

Contact	Website	Phone Number
Sport Structures	www.sportstructures.com	0121 455 8270
Institute for Apprenticeships	www.instituteforapprenticeships.org	
National Apprenticeship Service	www.apprenticeships.gov.uk	08000 150400
Health and Safety	www.hse.gov.uk	
Citizens Advice Bureau	www.citizensadvice.org.uk	
Careers Advice	www.nationalcareersservice.direct.gov.uk	0800 100 900
HMRC (Tax)	www.gov.uk/contact-hmrc	0300 200 3300
CIMSPA	www.cimspa.co.uk	
Sport England	www.sportengland.org	
Employer Guide for Apprenticeships	www.gov.uk/government/publications/apprenticeships-guide-for-employers	
Employing an Apprentice	www.gov.uk/take-on-an-apprentice	
Prevent	www.gov.uk/government/publications/prevent-duty-guidance	
Keeping Children Safe in Education	www.gov.uk/government/publications/keeping-children-safe-in-education--2	
Working Together to Safeguard Children	www.gov.uk/government/publications/working-together-to-safeguard-children--2	

If you would like more information, please contact:

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