Assisted Apprenticeships
Service Level Agreement- Training Provider

This is a Service Level Agreement between Kent County Council and (service provider).

Description of Service	Deliver the training and support elements of the Kent County Council Assisted Apprenticeships.
Service Provider Responsibilities	• Liaise with key workers/ champions to ensure that initial skills assessments are carried out in the required format • Carry out H&S assessments with prospective employers and approve placements • Assess the current skills, knowledge and qualifications of the young people via an initial diagnostic at initial interview stage • Register each Apprentice with the relevant Awarding Bodies • Produce an ILP for each Apprentice that highlights their training plan and any additional needs linked to appropriate funding (Enhanced funding for apprentices aged 19-23 years) • Ensure early identification and delivery of additional learning support where required • Support the employers ensuring full understanding of what is required for the Apprentice to fulfill their framework requirements • Support the young people in their placements with the training elements of their Apprenticeship monitoring progress towards their ILP • Liaise with employers on any training issues arising as soon as possible • Liaise with young person's support worker on any training issues arising as soon as possible • Visit the placement, meeting with the Employer and Apprentice, within 4 weeks of the Apprentice starting • Conduct regular 3 ways reviews, at least every 12 weeks • Contact the Apprentice at least every 4 weeks • Deliver the appropriate job training for the Apprenticeship framework – either on or off the job depending on requirements • Provide the final sign off for the assessment process and provide co-ordination and internal verification processes for all qualification aspects of the Apprenticeship • Share information with KCC on request
KCC Responsibilities	• Lead on employer engagement for the project passing on leads to providers and champions • Be assured by the provider that all obligations under equal opportunities, safeguarding and health and safety are being met by the employer • Determine the criteria and assess eligibility for young people's inclusion in the AA Project • Collate all application forms and pass completed application forms to providers • Make arrangements with the employer for the payment of the wage subsidy • Work with all partners to resolve issues as they arise • Provide regular updates on overall progress within the project • Organise a schedule of review meetings with providers to review and record progress of the Apprentices • Carry out independent quality assurance of the whole AA Project • Hold a central database of young people, employer, training provider details • Be at liberty to ask for and see a copy of the registration and induction paperwork for each Apprentice • Be at liberty to ask for and to see a copy of the learner record (ILR) from the provider if required

	• Receive progress reports from the provider against the ILP as requested • Act on any complaints received from the Apprentice, provider or employer • Ensure the project is linked to other local or national initiatives
Service Targets	• Inform KCC within 2 working days of any issues arising that may impact on the continuation or completion of the Apprenticeship • Respond to any information request from by KCC within 5 working days or the stated date • Acknowledge enquiries from employers within 1 working day and follow up within a further 2 working days • AA Apprentice achievement rate of 55% or above
Summary of Basic Information and Facts	• KCC will reimburse the apprentices wage against an invoice and supporting time sheet, but is the responsibility of the employer to submit this to trinie.parsons@kent.gov.uk at KCC, paid 1 calendar month after start date for 12 months only, if KCC Internal this will be paid via Journal payment. • KCC is NOT the employer. • The contract of employment is between the employers, the business who is employing the young person as an apprentice. • A letter of appointment offering the apprenticeship must be sent by the employer 1 week prior to the apprentices start date. • The employer will be responsible to pay for a DBS (Disclosure & Barring Service) if required, KCC will not be liable. • The employer will offer a work trial placement for 1 or 2 weeks prior to employment, this will be unpaid.
Service Monitoring	• Monthly monitoring – starts, achievers, drop outs, progression routes • Apprentice registration with awarding bodies and ILR • Progress reviews of all Apprentices
KCC Contacts	Mark Parrin – 07515191597 mark.parrin@kent.gov.uk Assisted Apprenticeships queries: 0800 10 18224
Training Provider Contacts	
Service Review **(AA Project Operational Group Meetings)**	• Every 3 months
Signed	_____ Training Provider Name Signature