inverness.uhi.ac.uk

UHI | INVERNESS

Modern Apprenticeship Handbook

Congratulations on gaining your Apprenticeship

Welcome to our UHI Inverness Modern Apprentice Handbook! It will prepare you for your apprenticeship and guide you through every step of your time with us.

We are the main provider of vocational skills training in the Highlands and our main aim is to support you, our modern apprentices, to develop the abilities and gain the qualifications you need to fulfil your potential and career goals.

At UHI Inverness we acknowledge and celebrate the positive impact of apprenticeships. We engage with more than 300 employers across the community we serve on a regular basis. They rightly regard apprenticeships as a valuable way of investing in young people and securing the skills they need now, and in the future.

A modern apprenticeship represents a partnership and a commitment between the apprentice, the employer and us, the training centre. This partnership is crucial to our economy, and we place you, the apprentice at the heart of this valuable relationship, as we prioritise your learning and development.

You will be taught by industry experts in modern facilities using professional equipment. You will have opportunities to meet and work with local employers to develop your technical, vocational and employability skills.

Throughout your apprenticeship we will take great pride in supporting you to not only achieve your qualifications but do so in a way that helps you to prepare effectively for your next steps to become an integral part of a productive workforce.

Dr Lindsay Snodgrass
Interim Principal and Chief Executive
UHI Inverness

About Your Apprenticeship

If you are studying one of our modern apprenticeship programmes, you will either already be employed or you will be due to start work with an employer.

Throughout your apprenticeship, UHI Inverness will train and assess your knowledge, skills and interpersonal skills against the standards contained in the relevant Scottish Vocational Qualification (SVQ) framework. SVQs are recognised work-based qualifications, offered at various levels.

All Modern Apprenticeship frameworks require apprentices to complete additional enhancements and core skills as part of their programme.

To achieve a workplace qualification, you need to assemble a portfolio of evidence consisting of work products, direct observations, reflective accounts and similar which are all assessed by an assessor to confirm that the standard meets the relevant National Occupational Standards.

Your employer's involvement and support is crucial at every stage of your apprenticeship. They can link what you are learning as part of your SVQ with the day-to-day activities you carry out, enabling you to practise the skills learnt as part of your SVQ. Working with your assessor, your employer will be fully involved in progress reviews, target setting and achieving milestones.

How Your Apprenticeship Is Funded

Skills Development Scotland (SDS) is the governing body providing a financial contribution to fund your modern apprenticeship.

The Business Solutions Team will support you and your employer to complete the SDS paperwork to secure the funding. You will also be enrolled at UHI Inverness. At certain points throughout your apprenticeship, you will receive SMS/ text messages from SDS - it is important that you reply with a 'Y' only to these messages. Failing to do so could impact on the funding of your apprenticeship.

Your Apprenticeship Journey

What is an apprenticeship?
Apprenticeships combine employment with study, so you will acquire new skills, knowledge and behaviours directly related to your role and industry. Apprenticeships are ideal if you are starting out in employment, or are employed and looking to undertake further training, have been promoted to a new role with different responsibilities, or are looking for a change of career.

To find out more about apprenticeships visit:-

www.inverness.uhi.ac.uk

www.apprenticeships.scot

For all other apprenticeship enquiries, contact Business Solutions by emailing **business.ic@uhi.ac.uk**

Scottish Electrical Charitable Training Trust (SECTT) is the managing agent for all electrical installation apprenticeships. You should contact SECTT Apprenticeships, to arrange a pre-employment assessment.

The Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF) is the managing agent for all plumbing and heating apprenticeships. If you are interested in a plumbing apprenticeship, visit Start an Apprenticeship - SNIPEF to register your interest.

Starting out

If you are successful at interview, you will be issued with a comprehensive training programme for your apprenticeship.

You will **enrol** as a student at UHI Inverness and will then have access to your personal details and your student ID via the student hub. Log into your student account at www.studentjourney.uhi.ac.uk and select your course. Go into the To Do list and enrol. When you have enrolled, you will have access to IT systems, facilities, and resources. **You will need to re-enrol every August whilst on your apprenticeship programme.**

To access details about your application, enrolment and to view your results, click on the UHI Records tile on MyDay and enter your student ID number.

Follow the QR code for instructions on how to enrol online.

UHI Inverness will provide you with an **induction** and a timetable with the dates you will be required to attend college if required as part of your apprenticeship programme. As part of your induction, we'll provide you with information on the advice, guidance and support you will receive on your apprenticeship programme.

You will be measured against some key milestones throughout your apprenticeship, which you and your assessor will use to monitor and track your progress. Your assessor will provide you with an **individual training plan** to set goals and aspirations and monitor progress against the apprenticeship criteria. You'll be responsible for keeping a record of your activities and to take advice from your assessor to ensure you are performing against targets.

You will have an opportunity to discuss your progress and raise any queries at a **progress review meeting** which takes place every 13 weeks. It is best practice that these reviews are carried out with your employer/mentor present so they can monitor your progress and contribute comments to the review. If the employer/mentor is not available, a copy will be emailed to them to make comment and sign. This meeting provides an opportunity to discuss how your training links to your job role. Each apprenticeship has a different profile of assessment visits, and these will be agreed with you at an initial meeting with your assessor.

The assessor will review your progress and achievement towards on-the-job targets with you and your workplace mentor and agree further training or development requirements for your next assessment visit. This will include milestone reviews which will formally review your overall progress towards achievement and completion of your apprenticeship.

Some apprentices will have access to an **e-portfolio** system to store evidence towards your apprenticeship. The system will enable you to access learning materials, work on activities and assignments and submit evidence to confirm your competence. Your assessor can remotely access your e-portfolio to provide feedback. Your employer can also be given access to your learning modules to support your training and ensure you are given the opportunity to complete tasks to support the evidence required for your portfolio.

First year engineering modern apprentices can speak to their lecturer about gaining access to a locker as part of their UHI Inverness induction.

Staff Who Will Support You

Business Solutions Advisor: The Business Solutions team will support you and your employer with advice and help with completion of enrolment and funding documentation.

Assessor: The primary role of your assessor is to monitor and review your progress towards each element of your apprenticeship. The assessor will liaise with your employer and provide skills and support to prepare you for assessments.

Lecturer: The majority of apprenticeships include either block attendance or day release at UHI Inverness and are taught by experienced lecturers.

Workplace mentor: All apprentices should have a workplace mentor responsible for supporting them throughout their apprenticeship. This person will ensure that you have ample opportunity to practice what you have learned in the workplace.

How Apprenticeships Are Assessed

- **Portfolio.** Apprentices have access to an electronic portfolio that is user-friendly and stores candidate evidence, assessment plans, units, feedback and guidance.
- **Professional discussion.** An exploratory discussion, which often takes place between the apprentice and assessor.
- **Practical assessment.** Set task based on technical skills, in some cases carried out in a simulated setting.
- **Observation**. Assessor observation of competency in an activity.
- **Interview.** Question and answer to validate competency.
- **Written test.** May include open book and/or closed book tests or multiple choice questions. It can also include industry/trade tests or psychometric testing.
- **Project.** College or employer set task to test practical application of theory.
- **Learner Log.** Record of an apprentice's experience and skills, which may include a reflective journal.

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1250+ apprentices

330+ employers supporting apprentices.

Since 2018 UHI have increased their apprenticeship numbers 161%

£80million+ public investment in modern apprenticeships

For every £1 public investment in apprenticeships in Scotland, the average return is between £4 and £5

Since 2014, there has been an upward trend of the proportion of employers offering apprenticeships.

Construction employers are most likely to offer apprenticeships (43%).

94%

overall apprentice satisfaction rate

Here at UHI | INVERNESS

What We Expect From You During Your Time At UHI Inverness

To help you get the most out of your time at UHI Inverness you should;

- Maintain a positive attitude to your learning,
- Be self- aware and considerate
- Take a positive attitude to your apprenticeship, being self-aware and consideration of others.
- Taking responsibility to keep up-to-date with communications from UHI Inverness staff.
- Comply with Skills Development Scotland's funding rules, which are not onerous, but demand that you respond to them.
- Provide feedback about your apprenticeship experience at UHI Inverness through student surveys, focus groups and class representatives.
- Make appropriate use of equipment and resources to support your apprenticeship.
- Be on time for lectures and reporting absence.
- Commit to undertaking directed and independent learning.
- Undertake work-based learning activities.
- Take responsibility for ensuring that coursework and assignments are submitted in a timely manner.
- Keep informing your employer and assessor/lecturer of any issues which may affect your training plan and the achievement of your apprenticeship.
- Take time to prepare for assessor visits.
- Keep a record of evidence of learning that contributes to the achievement of your apprenticeship.
- Attend all progress and assessor meetings and take an active role in setting and reviewing targets and progress.
- Comply with policies, procedures and guidelines in relation to your apprenticeship.
- Take reasonable care of your own health and safety and that of others who may be affected by your actions.
- Use equipment in accordance with any training or instruction given by your lecturer/assessor.

The Student Code of Conduct sets out our expectations of all students and the disciplinary action that may apply. We are committed to creating an inclusive culture where everyone feels safe, supported and respected.

Find out more about respect at UHI Inverness:
https://www.inverness.uhi.ac.uk/study/students/respect

Our Commitment To You

We will;

- Treat you with respect, in a friendly and professional manner.
- Deliver an induction that explains the training plan, facilities and equipment.
- Provide relevant learning resources.
- Arrange workplace visits, as appropriate, by a nominated assessor.
- Regularly monitor your progress through a 13 weekly progress review to discuss your performance, keeping your employer involved and informed in this process.
- Deliver high quality training and assessment appropriate to the requirements of the apprenticeship qualification in a timely manner.
- Provide you and your employer with a training plan.
- Carry out risk assessments, and where risks are identified, the assessment will be recorded using the UHI Inverness risk assessment process and system.
- Ensure you have suitable support, guidance and appropriate personal protective equipment (PPE) while undertaking training at UHI Inverness.
- Instruct you in the use of PPE used as part of your learning at UHI Inverness.
- Devise an individual training plan which takes account of your existing skills, knowledge and behaviours against those required to complete your apprenticeship.

If you feel you are being unfairly treated, speak to your lecturer, assessor or Business Solutions Advisor, or Personal Development Advisor.

Your UHI Inverness Campus

Key facilities;

- Training kitchen and Sheiling restaurant
- 100-seat lecture theatre
- Learning Resource Centre/Library
- Relaxed social spaces
- Breagh hair and beauty salons
- Gym
- Workshop space for each trade
- The main places to eat are The Corrie cafeteria and The Lochan Café. There is also a shop and vending machines on the ground floor.
- Printing and copying facilities are available in the Library and second floor of the main campus and the library at the Balloch campus.
- Discounts in-store and online for students and apprentices, including Totem and NUS Apprentice Extra cards.

Main UHI Inverness campus opening hours:

- Monday: 8am to 6pm
- Tuesday: 8am to 6pm
- Wednesday: 8am to 9pm
- Thursday: 8am to 6pm
- Friday: 8am to 5pm

Balloch campus opening hours is Monday to Friday, 8am to 5pm.

UHI Inverness at Inverness Campus, is served by Service 2, 3, 3A, 5A, 5C, 6A.

Free car parking Is available at both our main and Balloch campuses.

Library services and the Learning Resource Centre

You can access books, e-books, reading lists, journals and much more from the library, located on the second floor.

The Learning Resource Centre provides space for individual and groupwork, and includes PCs and Nooks (private study facilities), printing and copying facilities.

Visit www.libguides.uhi.ac.uk/UHIInverness to find out more about the library resources available to you as a student at UHI Inverness

Absence and attendance

In order to achieve your apprenticeship, your attendance at UHI Inverness needs to remain high. Your attendance and punctuality are recorded and discussed as part of your progress review. Your assessor will notify your employer if your attendance is poor.

Unauthorised absence: If you don't let your lecturer and Business Solutions Advisor know that you are not going to be in, your absence will be recorded as unauthorised. You should follow your employer's policy to report any absence.

Authorised absence: You need to discuss any planned absences with your employer, lecturer and business solutions advisor.

Assessment Visits: You should notify your assessor if you're unable to attend an assessment visit for any reason. Your assessor will record details of all absences, and these will be discussed at your progress review.

Workplace: Your employer will advise you on how to record holidays and any absences.

Accommodation

You may be entitled to support with your accommodation costs, speak to your Business Solutions Advisor to find out more. For those entitled to support with their accommodation the Business Solutions Team will reserve accommodation within the nearby halls of residences, purpose-built accommodation offering en-suite bedrooms with shared kitchen and living areas. There is frequent public transport links to the city centre. However, where we are unable to book accommodation on campus, we will book a Travelodge or B&B within proximity to UHI Inverness. We expect all apprentices residing in or visiting the student residences to adhere to the terms and conditions of occupancy University accommodation - Policies and procedures (uhi.ac.uk).

Travel

Anyone under the age of 22 will need a National Entitlement Card (NEC) or Young Scot National Entitlement Card (Young Scot NEC) to access free bus travel or apply in person at your local council office. https://www.transport.gov.scot/concessionary-travel/under-22s-free-bus-travel/

For those over the age of 22 travelling to college for block or day release from outside a 3-mile radius of the campus, may be entitled to have some of their travel costs reimbursed. To find out if you qualify speak to your Business Solutions Advisor.

Support and Guidance

Student Support

Our Information Point is the first point of contact for all student enquiries. Information Point staff can provide some direct support and will also assess and filter queries, and direct individuals to the appropriate service if more specialist advice is required.

Information Point opening times Monday to Thursday from 8am to 6pm and from 8am to 5pm on Friday.

Email info.ic@uhi.ac.uk

Personal Development Advisor

Some of you will have Personal Development Advisors as a point of contact for any concerns or queries you may have. They work with the wider student support team to ensure you have access to the information, support and guidance you need in order to help you succeed in your studies.

There is support available if you are care experienced, a student carer and/or estranged.

Find out more about our access and transition service:

Email transition.ic@uhi.ac.uk

The Bothy

The Bothy is our workshop and drop-in support venue, situated on the ground floor. Feel free to drop-in when you need some help with your studies. Students are also welcome to work here independently or just take some time-out from the hustle and bustle of campus life to read a book or relax in between lectures.

Find out more about The Bothy:

The Bothy opening times Monday to Friday 8.30am to 4.30pm

Additional Support Needs

Here at UHI Inverness, we want all students to achieve their full potential, and we aim to be as inclusive as possible. Some students will benefit from individual arrangements and extra support. This is organised by the Education Support Advisers in our Learning Support Team.

Our advisers can provided on-going support, plus equipment and training in the use of assistive technologies. You may also be entitled to alternative arrangements for assessments and exams.

Scan the QR code to find out more.

Email additionalsupport.ic@uhi.ac.uk

Wellbeing

The Wellbeing Team are here to support student wellbeing and mental health while studying. We offer specialist wellbeing support online, in person or via telephone for any student experiencing significant or enduring difficulties. We know that every student has individual needs, so we offer a flexible programme. For more information on the services we provide please visit Wellbeing Services.

Find out more about wellbeing services.

To register or to make an enquiry email wellbeing.ic@uhi.ac.uk

The Larder and Cubby

We provide support to help students access essentials, from free food to toiletries.

The Larder is our stocked free food pantry, located in the cupboard on the second-floor social area, outside the Learning Resource Centre (LRC).

The Cubby, located outside the LRC, offers free essentials and toiletries, including shower gels and shampoos.

Stay Safe

Car Parks and travel: Anyone under the age of 21 will need a National Entitlement Card (NEC) or Young Scot National Entitlement Card (Young Scot NEC) to access free bus travel or apply in person at your local council office. There are 3 car parks at UHI Inverness, which include accessible and visitor bays. Free car parking is available to staff, students and visitors on a first come first served basis. You must adhere to the car park terms and conditions. There is a 10 mph speed limit within all car parks and all users must park in allocated spaces. The car parks are patrolled and failure to abide by the guidelines may result in further action.

Smoking/vaping: Smoking and vaping is not permitted anywhere within the UHI Inverness grounds with the exception of the smoking shelter located at the rear of Car Park 1 at the main campus and at the designated shelter at the Balloch campus.

Reporting an incident: Any incident should be reported to your lecturer.

PPE: it is the responsibility of you and your employer to ensure you have the correct PPE needed for block or day release attendance while you are studying at UHI Inverness.

Safeguarding: Safeguarding is the action we take to promote the welfare of children and vulnerable adults to protect them from harm. Safeguarding includes child protection but goes further and extends to all vulnerable groups. Please report any safeguarding concerns with your lecturer or assessor in the first instance.

Gender based violence and sexual violence: We use the term Gender Based Violence (GBV) to refer to many forms of harm, abuse, and harassment. This includes domestic abuse (including coercive control), sexual harassment, rape and sexual assault, and wider harms relating to someone's gender identity and/or sexual orientation. Please contact our student support team in the first instance by telephoning 01463 273208 or emailing student.support.ic@uhi.ac.uk

Have Your Say

We value your views and feedback is important to us to help improve what we do.

We collect student feedback through various channels, such as student experience surveys, course and module evaluation surveys, Student Voice representation on the Student Representative Committee, focus groups and increasing student representation in collaboration with the Your Student Union. Your feedback helps us identify areas where we do well and areas that we need to improve to ensure that you benefit from a high quality experience.

If you would like to become a Student Voice representative, please speak with your assessor or contact the Student Engagement Officer by emailing quality.ic@uhi.ac.uk

Compliments and complaints

If you would like to pay us a compliment or make a complaint about your learning, we advise you to contact and communication with the services concerned in the first instance.

Full details of our complaints handling process is available on our website About us - Complaints handling (uhi.ac.uk). Please contact quality.unit.ic@uhi.ac.uk if you wish to lodge a complaint, or use the complaints form on the website.

Highlands and Islands Students' Association (HISA)

HISA is run by students for students. The HISA Inverness office is located to the right of the main stairs on the second floor. The office is accessible to all students/apprentices. The role of HISA Officers is to listen to your views, ideas and concerns and ensure they are heard by UHI Inverness management.

Visit www.hisa.uhi.ac.uk/inverness

Useful contacts and links

Business Solutions Team

Joanne MacKinnon,
Business Solutions Manager,
joanne.mackinnon.ic@uhi.ac.uk
T: 07827955592

Pauline Tuthill, Business Solutions Advisor Team Leader for Construction and the Built Environment.
pauline.tuthill.ic@uhi.ac.uk
T: 07824408322

Pippa Le Fevre, Business Solutions Advisor for Engineering Technology & Business.
pippa.lefevre.ic@uhi.ac.uk
T: 07384246355

Nicole Varwell, Business Solutions Advisor for Early Learning, Health, Hair & Hospitality, IT and Forestry.
Nicole.varwell.ic@uhi.ac.uk
T: 07917217133

For all general enquiries to UHI Inverness, email; business.ic@uhi.ac.uk

Mental Health

Spectrum Life (student assistance programme offering help and support in managing personal/study issues you may be facing). Telephone 0800 031 8227 or WhatApp/SMS 00353 87 369 0010

Wellbeing and mental health support at UHI Inverness

Samaritans. Freecall 116 123 or email jo@samaritans.org

Mikeysline. Text 0777930330

NHS Mental Health Crisis Team. Telephone 01463 704000

Health

Raigmore Hospital. Telephone 01463 704000

NHS Out-of-hours. Telephone 111

Police Scotland

Non-emergency. Telephone 101
Emergency. Telephone 999

Foodbanks

- Highland Foodback, The Trussell Trust. Call 01463 717630 or 07875 332 696 or email foodbank.admin@blythswood.org. Visit https://blythswood.org/our-foodbanks.
- Inverness Foodstuff. Visit Home - Inverness Foodstuff - A welcome place for food and friendship.
- Highland Good Food offer information on where your local food banks, community fridge and larders, and community cafes are located. Highland Good Food Map | Highland Good Food Partnership
- Inverness Salvation Army offers help with finding foodbanks, shelter, employment and debt advice. Call 01463 225276 or email inverness@salvationarmy.org.uk

Housing

Highland Homeless Trust.
Telephone 01463 226505/718693

Council tax enquiries.
Telephone 01349 886605

Safeguarding

Safeguarding is the action we take to promote the welfare of children and vulnerable adults to protect them from harm. We are committed to providing a safe and supportive learning environment and developing shared models, systems and processes to meet our obligations.

For further details and to view the Safeguarding policy

Gender based and sexual violence

We use the term Gender Based Violence (GBV) to refer to many forms of harm, abuse, and harassment. This includes domestic abuse (including coercive control), sexual harassment, rape and sexual assault, and wider harms relating to someone's gender identity and/or sexual orientation.

Support from UHI

Learn about GBV

Useful contacts and links

Childcare

The Care and Learning Alliance, Telephone 07375915673 or email beechwoodelc@calachildcare.co.uk

Academic Calendar

Academic calendar. This calendar lists key dates, including holidays.

Access your student account: myday.uhi.ac.uk

Getting Tech ready

The UHI partnership uses the Eduroam wifi service to provide the fastest and most stable connectivity across all its campuses.

The MyDay portal is designed as a one-stop shop to help students navigate to various IT services, including email and your student account.

Before accessing IT systems, you must set up Multi-factor authentication to protect the security of your account.

We have created a webpage to help you get tech-ready and set up your devices before you begin your studies.

Tech ready | IT Guide:

You will be assigned an Office365 email account. Please note, that UHI staff will issue all communications to you via this email. You can access your emails via the Outlook tile on MyDay.

Our virtual learning platform is Brightspace. Not all courses are on Brightspace. Your lecturer will inform you if your materials are posted on Brightspace and how to access and use the technology.

For a quick-start guide to Brightspace,

Discounted laptops

Setting up wifi and troubleshooting.

Details on how to set up wifi email, MyDay, UHI Records and UniDesk

Instructions on how to enrol online

UHI | INVERNESS

Follow us

We are constantly updating our social media with all the important news and posts about the fantastic work our staff and students are doing. Please follow each of our pages to ensure you do not miss out.

- inverness.uhi.ac.uk
- @uhi_inverness
- @UHIinverness
- @uhiinverness
- UHI Inverness

MyDay

YOUR STUDENT JOURNEY.
ALL IN ONE PLACE.

MyDay is your on-stop shop for everything you need as a student.

- Brightspace
- Absence reporting
- Student email
- Student news
- Timetables

SCAN TO ACCESS MYDAY