

# Modern Apprentice Handbook



# Contents

Welcome to your Modern Apprenticeship!	<a href="#"><u>4</u></a>
About your apprenticeship	<a href="#"><u>5</u></a>
Your apprenticeship journey	
Apprenticeship induction	<a href="#"><u>6</u></a>
Initial assessment and learning plan	
Apprenticer progress reviews	
Staff who will support you	<a href="#"><u>8</u></a>
How your apprenticeship will be assessed	<a href="#"><u>8</u></a>
Meta skills	<a href="#"><u>9</u></a>
Additional support	<a href="#"><u>9</u></a>
Modern Apprenticeship framework	<a href="#"><u>10</u></a>
Key roles and responsibilities	
Your role	<a href="#"><u>11</u></a>
Role of your employer	
Role of the training provider	





Verification	<a href="#"><u>13</u></a>
Contacting UHI Argyll	<a href="#"><u>13</u></a>
Comments and concerns	<a href="#"><u>13</u></a>
About UHI Argyll	
Purpose	<a href="#"><u>13</u></a>
Equality and diversity	
Core values	
Equality and diversity	<a href="#"><u>13</u></a>
Student counselling and wellbeing	<a href="#"><u>14</u></a>
Complaints handling	<a href="#"><u>14</u></a>
HISA - Your Students' Association	<a href="#"><u>15</u></a>





# Welcome to your Modern Apprenticeship!

We are delighted that you are undertaking a Modern Apprenticeship with UHI Argyll.

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 career change.

We wish you every success in completing your Modern Apprenticeship and developing your career.

**'I wasn't sure if I wanted to go to college or uni, but when my employer offered me the apprenticeship, it was a good opportunity to learn on the job and get paid well to do it.'**

**Sara MacIntyre**  
**Hospitality: Supervision and Leadership SCQF Level 7**  
**Loch Melfort Hotel**



**'I'm very happy with myself and what I've been able to accomplish and I'm happy to see what else I can do on the apprenticeship.'**

**Lewis Macleod**  
**Professional Cookery SCQF Level 5**  
**Tigh an Truish**



## About your apprenticeship

As a Modern Apprentice you will work towards an industry recognised qualification whilst in paid employment.

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

To achieve your Modern Apprenticeship, you will produce an electronic portfolio which contains evidence from the work you undertake. This could be in the form of products of the work you have completed, assessor observations, your own reflective accounts, or other forms of relevant evidence. All evidence in your electronic portfolio will be assessed by your allocated assessor to confirm your work meets the relevant National Occupational Standards.

Your employer's involvement and support is crucial at every stage of your apprenticeship. Working with your assessor, your employer will be fully involved in progress reviews, target setting and achieving milestones. It is important that the units chosen for your qualifications are a good fit to the work you carry out.

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

Please ensure that you respond to text and email messages from SDS.

To find out more about apprenticeships visit:

+ [argyll.uhi.ac.uk/apprenticeships](http://argyll.uhi.ac.uk/apprenticeships)

+ [apprenticeships.scot](http://apprenticeships.scot)



**During my apprenticeship I've changed the way I look at things. I'm more forward-thinking, I see the bigger picture of the jobs we're carrying out and why we're doing it.'**

**Ruairidh Neilly**  
**Aquaculture SCQF Level 5 and Level 7**  
**Bakkafrost**  
**Finalist for the Modern Apprentice**  
**of the Year SCQF Level 5**  
**at the Scottish Apprenticeship Awards 2023**



# Your apprenticeship journey

## Apprenticeship Induction

Before you start your Modern Apprenticeship, it is important that you know about your learning and what to expect. Your assessor will meet you and your employer to ensure you are on the correct qualification for your job role and explain the following:

- > A description of apprenticeships, what the framework covers and what to expect
- > Advice regarding support mechanisms e.g. apprentice progress reviews, support and mentoring
- > The completion of statutory paperwork relating to the funding of apprenticeship

## Initial Assessment and Learning Plan

All Modern Apprentices are given an Individual Training Plan, this is personal to you, including any specific support needs you have.

It will include the following details:

- > A brief statement of your employment and career objectives
- > Details of the full framework content to be achieved and any additional in-house/off-the-job learning you will receive
- > Any accreditation of prior learning identified
- > Methods of delivery for training and assessment
- > Targets for the completion of the SVQ/Diploma, Core Skills, and Meta Skills
- > Planned Apprentice Progress Review dates
- > Any identified support arrangements
- > You, your employer, and your assessor are required to sign the Learning Plan to confirm the commitment of all parties to the successful completion of the apprenticeship programme. It is important that all parties involved in the process read, understand and agree to the statements contained





## Apprentice Progress Reviews

Apprentice Progress Reviews are carried out by UHI Argyll's Modern Apprenticeship Support Officer. Reviews are carried out every 13-weeks in accordance with programme rules set out by Skills Development Scotland (SDS), to ensure the learner is making good progress.

The Apprentice Progress Review is a chance for you, your work-place mentor, and the Modern Apprenticeship Support Officer to discuss your progress through the programme.

Reviews are fundamental to the development of your learning as they provide feedback to your progress to date and identify targets for you to work towards. The Apprentice Progress Review will form a basis for establishing what, if any, support you require. For example:

- > The induction you received, training courses, on/off-the-job learning, mentoring systems and whether additional support is required
- > Checking how any off-the-job learning is being applied in the workplace
- > Reviewing progress against the Training Plan and looking at new or revised targets
- > Reviewing the development of Core Skills where required and Meta Skills
- > Setting and reviewing SMART targets (Specific, Measurable, Achievable, Realistic, Time-Bound)
- > Picking up any Health and Safety issues, including PPE (Personal Protective Equipment) or further training requirements

A copy of each completed review will be available for the apprentice, employer, and assessor.



**'I feel like I'm learning more doing my Apprenticeship. I've grown so much as a person and I've become so much more confident, not only at work, but in the rest of my life too.'**

**Evie Edgington**  
**Professional Cookery SCQF Level 5**  
**The Olive Garden**

## Staff who will support you

**Assessor:** Your assessor will support you and assess your evidence with reference to each element of your apprenticeship.

**Modern Apprenticeship Support Officer:** Every 13-weeks, the MASO will meet with you and your employer to discuss feedback from your assessor and your progress towards completing your qualification.

**Workplace Mentor:** At your Initial Assessment, your employer will identify which person within your workplace who will be responsible for supporting you throughout your apprenticeship., This person will ensure that you have ample opportunity to gather evidence and implement your learning in the workplace.

**Centre Staff:** As a Modern Apprentice, you become part of the UHI Argyll student body. This means you can use the facilities at our friendly and welcoming Learning Centres across Argyll, Bute and Arran. The Centre Staff will be there to welcome and assist you.

## How apprenticeships are assessed

All apprentices will have access to an electronic portfolio that is user-friendly and stores candidate evidence, assessment plans, units, feedback and guidance. Types of evidence for your portfolio include:

- > Reflective Account
- > Professional Discussion
- > Observation
- > Witness Testimony
- > Product Evidence
- > Question and Answer



'The biggest thing for me is the confidence the apprenticeship has given me. I would like to think I know my job well, but the apprenticeship reaffirmed any things I wasn't 100% confident in.'

**Ali Guy**  
**Aquaculture SCQF Level 7**  
**Bakkafrost**





## Meta skills

Providing a learning environment where: visibility of skills, meaningful discussion and reflection on skills, and the opportunity to profile skills experiences, will support you with your ability to understand, recognise and articulate your skills development. Adopting this is a natural part of everyday learning teaching will empower you to be a successful learner, confident individual, responsible citizens and effective contributors – ultimately allowing you to reach your fullest potential throughout your learner journey and beyond.

Meta Skills provide the keys to unlock the acquisition of other transferable and technical skills. It is essential that you develop your meta skills so you can navigate a world which is increasingly complex and unpredictable.

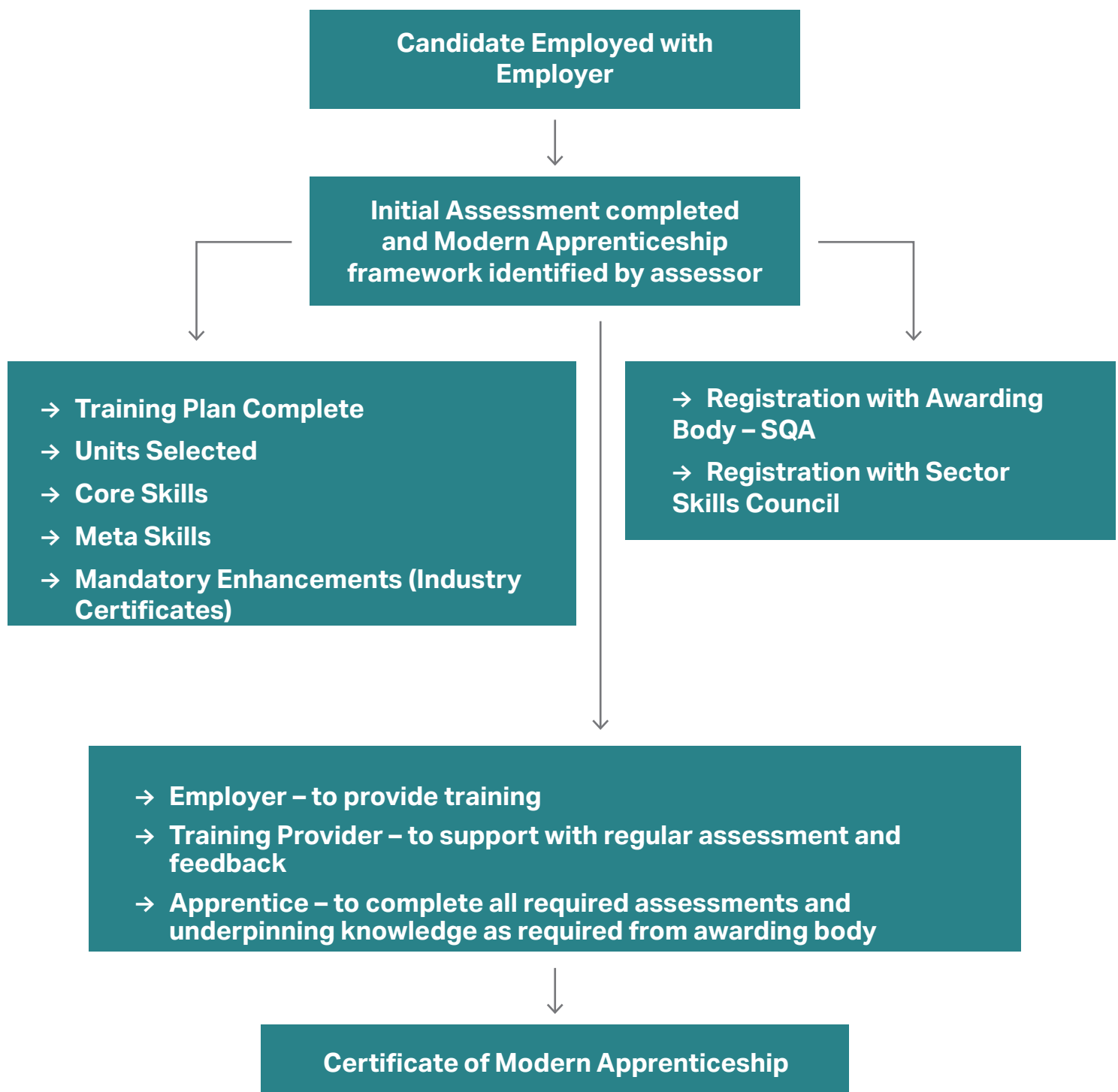


## Additional support

Some Modern Apprentices may require additional learning support in order to complete their qualification. We will endeavour to identify any additional learning needs through our Initial Assessment process and provide support from the start of the programme. In some cases, additional needs are identified once the programme has commenced. If such a need arises, additional support will be arranged by the college.



# Modern apprenticeship framework





## Key roles and responsibilities

### Role of Modern Apprentice:

- > Undertaking development in line with agreed training plan.
- > Developing a collection of evidence (electronic portfolio) and retain ownership of this during the period of the qualification.
- > Commitment to completing work set by assessor in work and own time, providing evidence of competence.
- > Let us know if there is a change of employment or contact details.
- > Keeping in regular contact with assessor.
- > Responding to all texts/emails that come from SDS.
- > Behaving in a professional manner

### Role of your employer:

- > Paying the Modern Apprentice in accordance with company policy and in line with current HMRC legislation.
- > Highlighting the opportunities for the Modern Apprentice to demonstrate competence.
- > Ensuring the experience, facilities and training necessary to achieve the outcomes of the training plan.
- > Support and encourage the Modern Apprentice to progress and complete their apprenticeship.
- > Allow the apprentice focused time to work on their portfolio and to meet with their assessor.
- > Respond to correspondence from both UHI Argyll and SDS.
- > Taking responsibility for the Health and Safety of the Modern Apprentice.
- > Alert UHI Argyll if the apprentice is off sick for more than 10 consecutive working days, is injured at work, declares their intention to leave the programme, or is going through a Disciplinary Procedure.

### Role of the training provider:

- > Ensuring the Modern Apprentice and employer fully understand the principle and process of competence-based assessment.
- > Confirming an appropriate Modern Apprentice programme for the individual candidate.
- > Agreeing training needs.
- > Register the apprentice with the relevant Sector Skills Council, Awarding Body, and Skills Development Scotland.
- > Completing assessment records and reviewing candidates at regular interval.
- > Submitting records and evidence for moderation.



## Learning Assistant

UHI Argyll use an online portfolio system called Learning Assistant. At the start of your apprenticeship, you will receive an email asking you to enrol, with details on accessing your student account. This is where you will upload your evidence for your Assessor to assess. You will be able to see your progress and view feedback from your assessor.

You will be provided with your own personal log in details for Learning Assistant at the start of your apprenticeship and will be able to access the platform from anywhere.

To access Learning Assistant from your browser, visit:

<https://system.learningassistant.com/ARGYLLCOLL/>

There is also a free app you can download for your mobile device. To log in, you will need the username and password provided to you, as well as the instance code **argyllcoll**

Your assessor will provide training on Learning Assistant and there are helpful reference videos available.

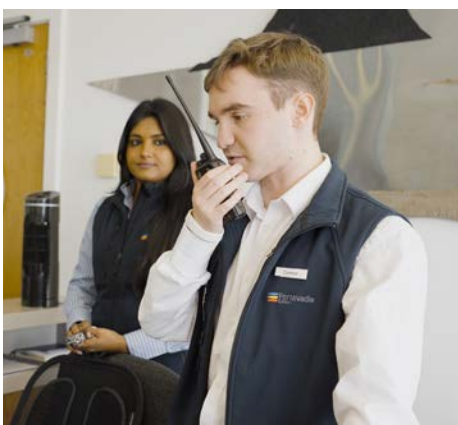
## Student Enrolment

As a Modern Apprentice, you become a part of the UHI Argyll Student Body. At the start of your apprenticeship, you will receive an email asking you to enrol, and will receive log in details to your student account.

To access the student portal please visit <https://myday.uhi.ac.uk> or by downloading the UHI MyDay app. Here you can access your student email and free cloud-based Microsoft Office apps including Word and Teams.

If you are accessing MyDay from home or work, you will also be required to download the Microsoft Authenticator App and create an account. This is to keep your account secure. You will not need to use the Authenticator if you are accessing your account from a UHI Argyll Campus.

Once you have your student email set up, you will also be eligible for a Student Discount at a number of retailers.



**'With the Modern Apprenticeship you start to think about how you do things, why you do things, and thinking about your job in a whole new way.'**

**Connor Nichol**  
**Hospitality Services SCQF Level 5**  
**Portavadie Marina**





## Verification

Your details will be entered into the Skills Development Scotland (SDS) database FIPS so you should expect to receive an email or text from SDS asking you to verify that you have started your training, and you will also receive an email from SDS asking you to verify your email. If you receive something you are not sure about, please just get in touch with your assessor.

These verification messages will continue throughout your apprenticeship, and we will remind you when there will be another message from SDS.

## Contacting UHI Argyll

When you meet your assessor, they will share their email and phone contact details with you.

Should you wish to contact the Apprenticeship Team directly, please email [ACapprenticeships@uhi.ac.uk](mailto:ACapprenticeships@uhi.ac.uk)

UHI Argyll have Learning Centres across Argyll, Bute and Arran.

## Comments and Concerns

If you have any comments or concerns regarding your apprenticeship, please contact [ACapprenticeships@uhi.ac.uk](mailto:ACapprenticeships@uhi.ac.uk) or discuss at your Apprentice Progress Review.



'My Modern Apprenticeship has been extremely valuable in giving me experience in doing the job I want to do permanently, and will hopefully open up opportunities in the aviation industry.'

**Cameron Allan**  
**Business and Administration SCQF Level 6**  
**Oban Airport**



## Purpose

UHI is committed to being both a tertiary institute and employer of choice. We are committed to the promotion of equality and diversity and believe there is no place for unlawful discrimination in any of our services and activities. We aim to ensure that all our policies, procedures and practices do not unfairly discriminate and that positive measures are taken to redress an inequality in employment practices, provision of services to students and customers or the way in which we manage our business

## Equality and Diversity

UHI Argyll is part of the University of the Highlands and Islands (UHI). UHI is more than a college and more than a university. We are part of a new breed of tertiary institutions the only one in Scotland and on only a few in Europe.

We are a diverse and flexible partnership serving our communities and connected to their needs. Our greatest strength is the diversity and flexibility of our partnership, and this empowers us to deliver more.

## Core Values

UHI Argyll want to be recognised as:

- ✦ Inclusive – education for all
- ✦ Of our community – be engaged and responsive
- ✦ Providing individualised learning – be innovative
- ✦ Student centred – respect for the whole student (nurturing, supporting, personalisation)
- ✦ A valued contributor to education and economic development in Argyll and the Isles
- ✦ Good partners – to widen opportunities



**'The apprenticeship has created opportunities to discover interests I might not have found. The leadership unit was the most challenging and rewarding, and created opportunities to build my confidence and teamworking, which also improved (my already brilliant) working conditions even more.'**

**Kacper Kasperowicz**  
**Parks, Gardens and Green Space SCQF Level 6**  
**Achamore Gardens**





## HISA - Your Students' Association

As a Modern Apprentice of UHI Argyll, you are automatically a student of UHI and have access to all the benefits that students can receive, including exclusive discounts at various retailers just for students.

You can also become a member of the Students Association by getting in touch with the HISA team. Your local Students' Association, which is run by 3 elected student officers, provides a channel through which you can voice your opinion on your student experience and access support and advice.

It offers a range of opportunities which students can get involved in the life and work of the college, either as a Student Rep or as a volunteer for the Association. It also supports a range of clubs and societies.

For more information visit: [hisa.uhi.ac.uk](https://hisa.uhi.ac.uk)

## Helpful Links

UHI Argyll

[argyll.uhi.ac.uk](https://argyll.uhi.ac.uk)

UHI

[uhi.ac.uk](https://uhi.ac.uk)

My SQA

[mysqa.org.uk](https://mysqa.org.uk)

My World of Work

[myworldofwork.co.uk](https://myworldofwork.co.uk)

Skills Development Scotland

[skillsdevelopmentscotland.co.uk](https://skillsdevelopmentscotland.co.uk)

Apprenticeships.Scot

[apprenticeships.scot](https://apprenticeships.scot)

Federation for Industry Sector, Skills and Standards

[fisss.org](https://fisss.org)

SQA

[sqa.org.uk](https://sqa.org.uk)

ACAS

[acas.org.uk](https://acas.org.uk)





**Where learning  
means more**

**celebrations  
achievement  
success  
support  
opportunities  
excellence  
fulfillment  
experiences  
collaboration  
possibilities  
connections  
flexibility**



+ [Go to our](#)  
+ [website](#)  
+ [for more](#)  
+ [info](#)  
+ [about](#)  
+ [Modern](#)  
+ [Apprenticeships](#)

**UHI | ARGYLL**