

APPRENTICE GRADUATE & INTERN TOOLKIT

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INTRODUCTION

Apprentices, Graduates and Interns (AGI) are an asset to any organisation, can bring significant benefits to the business and existing workforce, and provide a basis for “growing your own”. Monmouthshire County Council is committed to developing skills and knowledge across all areas as it aims to deliver excellent services fit to meet the current and future needs of the communities it serves.

With a combination of on the job training in the organisation plus off the job learning, AGI's are an effective way of growing the organisation's skills base whilst providing opportunities for young people and adults to engage in an alternative route into working life.

The Apprentice, Graduate and Intern Toolkit provides managers and the wider workforce with some of the support and tools required to effectively recruit, manage and support an apprentice, graduate or intern.

WHAT IS AN AGI?

APPRENTICESHIP

An apprenticeship is a combination of employment and training at the end of which the apprentice obtains a **nationally recognised qualification**.

Apprenticeship learning takes place in context and provides a real understanding of the working world, combining **practical skills** with **theoretical knowledge**. Apprenticeships offer an alternative access route and allows an organisation to develop the expertise it needs now and in the future.

TYPES OF APPRENTICESHIP



Foundation Apprenticeships (Level 2)

Study towards qualifications equivalent to 5 GCSE's or NVQ level 2 and often go on to complete Apprenticeships and Higher apprenticeships



Apprenticeships (Level 3)

Gain valuable on the job skills whilst studying towards a nationally recognised qualification equivalent to 5 GCSE's, 2 A- levels or NVQ level 3



Higher Apprenticeships (Level 4 and above)

Individuals work towards a qualification equivalent to a HND/HNC, foundation or honours degree. Higher apprenticeships are available across a range of sectors

WHO IS ELIGIBLE?

Anyone aged **16 or over** can complete an apprenticeship. Both **new** and **existing** employees can apply for new apprenticeship posts or start new qualifications as part of their continued professional development.

WHAT IS AN AGI?

GRADUATE JOB

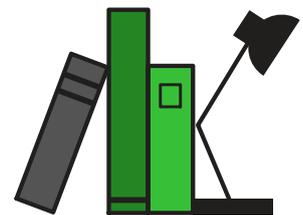


A graduate job is a position that normally requires knowledge and skills developed on a three-year university degree to enable the employee to perform the relevant tasks competently

A graduate in this context is someone who is aged **between 16 and 64**, who is **not currently enrolled** on any educational course, and who has a level of education **above A-level standard**

A recent graduate is someone who finished full-time higher education **five years ago or less**.

INTERNSHIP



Internships are typically undertaken by students looking to gain relevant skills and experience in a particular field. A good internship offers interns the opportunity to learn **professional / transferable skills**, allows for **personal development** through experience, and provides interns with **access to practitioners**.

Internships are suitable for short-term projects that are **not considered business critical**, and must serve a **clear and defined project brief**. An internship is for a maximum of four weeks and does not imply a future job offer.

Internships may be completed offsite via agile working if suitable to the project brief.

BENEFITS OF AGI'S



BENEFITS TO THE ORGANISATION

- Enthusiastic new staff with fresh ideas to boost creativity
- Increased productivity, reduced training and recruitment costs
- Support with the recruitment and business process
- Positive long-term development for new and existing staff
- Develop a professional skilled workforce tailored to your service area
- Tackle a skill shortage and nurture talent to develop skills required
- Future-proof your business through training and succession planning

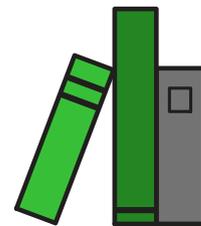
BENEFITS TO THE INDIVIDUAL



- Structured training
- Hands on Experience working alongside experienced / skilled employees
- Earn while you learn
- A varied learning experience with opportunities for career progression
- Work toward and gain a nationally recognised qualification
- Improve your prospects and employability
- Support in realising your potential
- Same employee status and benefits as all local authority staff

ENTRY ROUTES

ENTRY LEVEL APPRENTICESHIPS



Entry Level Apprenticeships should be considered for all types of roles and should not be limited to commonly used areas such as Business Administration, Customer Service or ICT.

Each service area should identify roles that could be reasonably be considered for an apprentice vacancy, and contribute towards a diverse range of AGI opportunities within the local authority. This process can be supported by the AGI Coordinator.

Entry Level opportunities are open to all ages and are aimed at, but not restricted to, young people aged 16 – 24.

EXISTING EMPLOYEES



Existing employees can take advantage of AGI opportunities in more than one way. All employees are able to apply for internally and externally advertised vacancies throughout the local authority, whether or not it is within their current service area.

Existing staff can also investigate the possibility of entering onto a Level 3, Level 4 or higher level qualification within their existing role as long as it is relevant to their area of work.

Service Managers should consider this type of request from all members of staff as part of their continued professional development.

HOURS, PAY & CONDITIONS

HOURS OF WORK



Apprentices must be employed for a minimum of 30 hours per week and given sufficient time within their working hours to complete their qualification.

Hours for graduates and interns will depend on the type of role they have applied for and the needs of the service area. Hours for these positions will be at the discretion of service managers.

PAY



Apprentices will be paid at least **minimum wage** based on age for the duration of their apprenticeship. Existing employees will continue to be paid their **current salary**.

Minimum Wage Rates (from April 2019)

AGE	RATE	AGE	RATE
U 18	£4.35	21-24	£7.70
18-20	£6.15	25+	£8.21

Managers should consider National Insurance and Pension contributions when calculating recruitment costs

Salary for Graduate Jobs will be dependent upon the type of role and the responsibilities of the specific post. Graduate jobs should be put through the local authority **job evaluation process** to determine the appropriate pay band and scale point.

Intern positions are taken up by students who want to gain experience and skills in a particular field. These time limited positions do not come with a salary, but interns are able to claim expenses, such as a travel claims allowance. Interns are expected to conduct themselves in accordance with Local Authority values, but are not defined as either 'employees' or 'workers'.

WHO'S INVOLVED?

AGI's are about more than the individual. Several people have key roles to play in the experience, each with different responsibilities. The roles vary slightly between apprenticeships, graduate jobs and internships.

THE APPRENTICE, GRADUATE OR INTERN

The Apprentice, Graduate or Intern will be supported by the service manager, the buddy, the AGI coordinator, and for apprentices the assessor, throughout their AGI experience.

THE MANAGER

The Manager will be the person the Apprentice, Graduate or Intern, is directly responsible to. They will offer relevant supervision and guidance in relation to work place competence. The manager is the official 'point of contact' and will also liaise regularly with the AGI Coordinator to ensure that progress against milestones can be achieved.

THE BUDDY

The Buddy will be a peer within the team who can help the new starter settle in and feel welcome. They will ensure the apprentice, graduate or intern is familiar with the team and their role, and offer a more informal support option.

THE AGI COORDINATOR

The AGI Coordinator will act as a point of contact for all apprentices, graduates and interns within the organisation. They will be available to meet with regularly to provide additional guidance and support to help them understand their role, achieve their development goals, and address any problems.

THE ASSESSOR

APPRENTICES ONLY

The Assessor will be from an external training provider and will meet regularly with the apprentice to ensure progress through the qualification framework. The assessor will also liaise with the line manager and AGI coordinator on a regular basis to provide feedback and address problems in relation to the qualification.

SUPPORTING INTERNS

OFFER & AGREEMENT

Agree a clear project brief and description of the tasks that the intern is expected to perform before they begin. If they have to be revised subsequently, it should be in agreement with the intern.

LEARNING & CONTENT

Indicate what skills the intern could acquire during their internship. Make sure that the intern is provided with any formal and informal training which is relevant to their project brief. Limit the assignment of unskilled tasks.

SUPERVISION

Assign a supervisor to the intern and organise an introductory meeting to discuss mutual expectations, as well as any professional objectives they may have. Organise regular sessions at least once a week where the supervisor will meet the intern to review progress, give feedback, and provide support. Ensure the intern has a clear work plan and timeline.

ORGANISATIONAL CULTURE

Schedule time to introduce the intern to colleagues and the working environment. Explain the organisations values and objectives. Ensure the intern feels like part of the team, and include them in meetings.

CAREER DEVELOPMENT & EMPLOYMENT

Provide the intern with a reference letter detailing the work undertaken / completed, the skills and experience acquired. Organise one or more meetings between the intern and the service manager to discuss their future career prospects and potential support. Help the intern develop a strong professional network by fostering their participation in meetings, interactions and projects with clients & partners, as well as networking events

RECRUITMENT

APPRENTICES & GRADUATES

This is a quick look at the process of recruiting an **apprentice** or **graduate**. Managers should follow the full **recruitment workflow** available on the **People Services Hub** under: *recruiting & resourcing > advertising*



Identify appropriate opportunities for apprentices, graduates



Advertise vacancies. Send apprentice vacancies to *Careers Wales*



Shortlist and Interview candidates. Ensure you collect any information you need for checks



Inform the successful candidate and provide the necessary information. Consider an informal induction day



Complete an Induction on the first day. Ensure corporate induction and appropriate training is booked.



Conduct regular review and supervision sessions with your new team member. .

INTERNS

Internship recruitment can work two ways. Potential Interns may approach the AGI Coordinator for support in sourcing an Internship. Service Managers may also approach the AGI Coordinator if they have a project brief that they feel is suitable for an Internship.

All internships are dependent upon a suitable and agreed project brief being in place. Project briefs must be clear and define the tasks to be undertaken by the intern. The AGI Coordinator will liaise with higher education providers to ensure project briefs are agreed.

All interns will be required to sign an internship agreement before starting. This agreement is in honour only and as is not intended to be a legally binding contract of employment.

USEFUL CONTACTS

AGI COORDINATOR



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