

Apprentice Handbook

Did you know?

90%

of apprentices remain employed on completion of their programme*

Apprenticeships
Learn. Develop. Earn.

*National Apprenticeship Service
(NAS) website





Welcome

Welcome to The University of Bolton Degree Apprenticeship Programme. This handbook serves as your comprehensive guide to the programme, providing essential information and resources to support your journey as a degree apprentice.

The University of Bolton is a dynamic institution committed to providing high-quality education and training opportunities. With a focus on industry-relevant programmes and practical learning experiences, we are dedicated to supporting students in achieving their academic and professional goals.

Programme level information including structure, timetables, assessment schedules and staff details is provided at the start of each academic year by your Programme Tutor who will also set out any Professional Body and apprenticeship requirements.

What is a Degree Apprenticeship?

Degree Apprenticeships combine working with part-time study. Apprentices are employed throughout the programme, and spend part of their time at university and the rest with their Employer.

An Apprenticeship must consist of new learning; if necessary, the University will adjust the teaching and/or Apprenticeship price to account for learning already undertaken that would have also been taught as part of the Apprenticeship. If a candidate has significant prior learning, they may not be eligible for the apprenticeship.

Elements of an Apprenticeship

Learner journey

Enrolment

You will be required to complete an online application and enrolment to enable you to be entered into our system and gain access to our facilities once you start your apprenticeship with us.

Onboarding

Completion of key documents such as eligibility, training plan, apprenticeship agreement, maths and English initial assessment and skills scan – completed through Aptem - the online apprenticeship system.

Induction

An introduction to the course, your tutors and to the university.

Learning & teaching

Learning and Teaching will involve both academic study and hands-on practical training both at the university and within the workplace.

Reviews

Progress reviews will take place every 8-12 weeks. More details on page 5.

Gateway

The point where you have met the minimum requirements and are ready for End Point Assessment (EPA). More details on page 5.

End Point Assessment (EPA)

The final assessment of the apprenticeship. More details on page 5.

Certification

Certification will be claimed once the apprenticeship has been achieved.





Off The Job Training

A crucial part of any apprenticeship entails allocating ample time for the learning of new knowledge, skills, and behaviours. The Education and Skills Funding Agency (ESFA) has determined that this period should amount to no less than 6 hours per week throughout the apprenticeship programme's duration. However, Higher level apprenticeships are very intense and require a large amount of study so you will normally require more than the minimum 6 hours of off-the-job training (OJT) per week.

For learning to contribute to the OJT hours it must be directly relevant to the apprenticeship standard and teach you NEW knowledge, skills and behaviours you require to reach competence in your particular occupation.

This dedicated off-the-job development time encompasses various activities, including university studies (such as attending lectures, workshops, tutorials, and engaging in online learning) and tasks performed in the workplace that contribute to the development of skills and behaviours specified in the apprenticeship standard.

It is the decision of the university and the employer to decide how off-the-job training is delivered. The types of activities that can be included as off-the-job training are:

- + Face-to-face delivery (e.g. lectures/training sessions)
- + Role-playing/simulation exercises
- + Distance/online learning.
- + 1:1 coaching, shadowing and mentoring
- + Industry visits/manufacturer training
- + Participation in competitions
- + Assignments and projects
- + Supported study days

Progress Reviews

Progress reviews will take place quarterly, with the initial review being undertaken six weeks after the apprenticeship commences.

Mandatory regular progress reviews will be undertaken to ensure you are on track to complete your programme. Progress reviews are a three-party conversation between you, your employer, and a member of staff from the University.

- + **Initial review** – conducted within the first 6 weeks of starting on the programme
- + **On programme reviews** – takes place every three months throughout the programme duration. During reviews, all parties will discuss progress and any issues with teaching and/or the workplace
- + **Gateway review** – assessing EPA readiness and filling out necessary forms
- + **Exit review** – final assessment to reflect on your apprenticeship journey, plan your next steps and discuss any personal development opportunities

Gateway

Gateway takes place before the End Point Assessment (EPA) can start. You must have satisfied the gateway requirements as set out in the Assessment Plan of the standard. You must also have successfully completed the required training modules, able to display the necessary skills knowledge and behaviours outlined in the apprenticeship standard and meet any additional criteria such as maths and English requirements. Additionally, you must have completed the minimum duration of the apprenticeship, obtained any relevant qualification set out in the associated standard and fulfilled and evidenced the minimum off-the-job training hours mandated by the programme.

This readiness is jointly agreed by you, your employer and the university to ensure that you are adequately prepared to progress to the End-Point Assessment (EPA). This will take place during a gateway review meeting and a gateway declaration form will need to be signed by you, your employer and your Work Based Tutor.

End Point Assessment (EPA)

EPA is the final stage of an Apprenticeship. It is an impartial assessment of whether or not you have developed the skills, knowledge and behaviours outlined in the apprenticeship standard. The requirements for EPA are set out in the Assessment Plan for the specific standard. Please note, that for some programmes of study, the EPA is integrated into the degree and forms credits towards the final degree classification.

Roles & responsibilities

The roles and responsibilities table identifies who is accountable for various components of the apprenticeship are shared equally by you, your employer, and the university. The roles and responsibilities are intended to support the apprentice throughout their apprenticeship to successful completion.

| Roles and responsibilities | Employer | Apprentice | Training provider |
|---|--|-----------------|--|
| <p>Payments – wages and for training and assessment</p> <p>It is the responsibility of the employer to ensure the apprentice is paid a wage which complies with national minimum wage calculations and signing this document confirms that they are doing so. Further information on the national minimum wage, the apprenticeship rate and the definition of an employee can be found National Minimum Wage and National Living Wage rates – GOV.UK (www.gov.uk) or via the ACAS helpline</p> | ✓ | | |
| <p>Provide a working/learning environment that meets current health and safety legislation to enable their apprentice/s to work and learn safely for the duration of the apprenticeship</p> | ✓ | | ✓ |
| <p>Support the apprentice to manage their own learning, by ensuring sufficient resources, support, access to materials in their typical working day to meet the requirements of this apprenticeship</p> | ✓ | | ✓ |
| <p>Notifying changes in personal circumstances which may affect completion of this apprenticeship</p> | ✓ | ✓ | ✓ |
| <p>Complying with funding rules set by the ESFA</p> | ✓ | ✓ | ✓ |
| <p>Agreed working – day and week</p> <p>It is the responsibility of both the main provider and the employer to ensure that an apprentice spends a minimum of 6 hours per working week of their employed time doing off-the-job training, as set out within the ESFA funding rules. Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice’s normal place of work but must not be delivered as part of their normal working duties</p> | ✓ Provide time off the job for training to undertake learning and study | ✓ Attendance | ✓ Arrangements for the off the job training to undertake learning |
| <p>Manage and track attendance and participation to meet off-the-job learning requirements</p> | As above | ✓ | As above |
| <p>Access to suitable work</p> | ✓ | ✓ | ✓ |

| Roles and responsibilities | Employer | Apprentice | Training provider |
|---|----------|------------|-------------------|
| Support and commitment to undertake the apprenticeship | ✓ | ✓ | ✓ |
| Participate in Progress Review Meetings, including providing evidence and feedback on progress to track success in meeting apprenticeship milestones, and agree any changes needed to support the apprentice to address performance or access enhanced learning opportunities | ✓ | ✓ | ✓ |
| Subcontractors | N/A | N/A | N/A |
| Recording storing and submitting evidence | ✓ | ✓ | ✓ |
| Taking part in surveys and feedback and taking opportunities to support other apprentices and future apprenticeships | ✓ | ✓ | ✓ |

Funding summary

This Funding Summary sets out the financial contribution made by employers and government to fund this apprenticeship programme.

| Element | Levy account | Employer/ESFA Co-funded | Employer funded | ESFA funded | University funded |
|----------------------------|--------------|-------------------------|-----------------|-------------|-------------------|
| Protective clothing | | | As required | | |
| Equipment | | | ✓ | | As required |
| Initial skills assessment | | | ✓ | ✓ | ✓ |
| Apprenticeship training | ✓ | ✓ | | | |
| English | | | | ✓ | |
| Maths | | | | ✓ | |
| Additional support | | | | ✓ | |
| Exam registration | | | | | ✓ |
| End Point Assessment | | | | ✓ | |
| Exam or End Point re-takes | | | As required | | ✓ |

Student experience & student support



Disability Service

The University of Bolton welcomes students with disabilities and/or additional support requirements and will make every effort to support their needs. The Disability Service provides specialist advice and guidance to disabled students including those with physical and sensory impairments, mental health concerns, medical conditions and Specific Learning Disabilities (SpLD) which have a severe impact on day-to-day activities or life at the University.

Disability Advisors are available to discuss the individual adjustments students need based on up-to-date evidence being provided by an appropriate professional. The service offers bookable appointments as well as drop-in sessions, throughout the week; details of which are available from the Student Centre or by emailing disabilityinfo@bolton.ac.uk

Mental Health & Counselling Support

The Life Lounge currently operates a range of specialist mental health and wellbeing services, which are free for students to access. The Life Lounge Team comprises the Mental Health Advisor Service, the Student Counselling Service, Cognitive Behavioural Therapy (CBT) clinic, which is overseen by the team's qualified CBT therapist, a Wellbeing Coordinator and a Wellbeing Advisor. The team offer dedicated mental health and wellbeing provision to any student in need of support during their course of study; including one-to-one sessions, workshops and online support resources.

The Life Lounge also offers students a quiet place to go to relax away from other distractions on campus. Specialist external partners also use the Life Lounge, working in collaboration with Life Lounge staff, to complement the support available for students.

How to access Additional Learning Support

If you have declared your learning support needs on your apprenticeship application form, you will be contacted by Student Support Services who will invite you to book an appointment with them.

During that appointment, your additional learning needs will be discussed. Subject to providing relevant medical/diagnostic evidence, an Access Statement will be written, informing your tutors of any additional support you need within the learning environment (e.g. additional time in assessments).

Depending on the nature of your additional learning needs, you may be eligible for a higher level of support (e.g. one-to-one support with a specialist tutor or assistive technology to support your learning). A further assessment is needed for this support, which your advisor can provide more information about, as well as any additional evidence needed.

If you did not declare an additional learning support need on your apprenticeship application form, you can make a declaration at a later stage by:

- + Informing your module leader or course leader
- + Contacting Student Support Services directly
- + Email disabilityinfo@bolton.ac.uk or telephone +44 (0)1204 903 478

Access to Work

Access to Work is a government programme aimed at supporting people with a physical or mental health condition or disability to take up or remain in work.

If you have a physical or mental health condition, or a learning disability, you can apply for:

- + a grant to help pay for practical support with your work
- + advice about managing your mental health at work
- + money to pay for communication support at job interviews

Access to work will not pay for 'reasonable adjustments. These are changes your employer must legally make to support you in doing your job. Further information can be found on the government website link below:

Access to Work: get support if you have a disability or health condition: [Access to Work Eligibility - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Student Liaison Officers

Despite all the best intentions studying doesn't always go to plan. There are many reasons why students find themselves struggling to study, from personal problems such as illness to academic issues such as study skills development, or from simply feeling overwhelmed and not knowing where to start.

If you are experiencing difficulties which are affecting your studies the Student Liaison Officers are available to help by providing impartial advice, encouragement and assistance.

The Student Liaison Officers support students in navigating the University's policies and procedures (e.g. Mitigating Circumstances, Academic Appeals, Academic Misconduct etc.), to develop and improve skills for independent learning (e.g. Referencing, Academic Writing, Time Management, Goal Setting, etc.) and to connect with other academic staff and/or professional support services (e.g. Counselling, CBT, etc.) as required.

The Multi-faith chaplaincy

Please refer to local information if studying at an Off-Campus partner.

Revd Dr Gill Smart is the University Co-ordinating Chaplain and works with a team of Chaplains and pastoral assistants of different faiths.

The multi-faith Chaplaincy can be found at the back of the Chancellor's Mall, just past the SLZ and the Athena Café and is for all students, both those of faith and no faith.

Chaplains and pastoral assistants are always ready to talk, in confidence, if students have any concerns over any aspect of their lives. The multi-faith Chaplaincy won't judge and won't talk about religion/faith unless asked to. A virtual meeting can be arranged via Zoom if preferred.

Revd Dr Gill Smart was an academic staff member in the School of Engineering so she understands the pressures that students experience, especially when assessment and exam times come around. Students are welcome to call in and have a chat. Gill can be contacted via email at chaplain.gill@bolton.ac.uk, or by telephone or text 07967 585 670.

Students' Union Advice Unit

Please refer to local information if studying at an Off-Campus partner.

Bolton Students' Union has an independent Advice Unit based within the Students' Union Office. The Advice Unit offers free, impartial and confidential advice to all University of Bolton students on academic issues, such as Academic Appeals, Mitigating Circumstances, Complaints, Fitness to Practice, Disciplinary and Academic Misconduct, as well as on issues such as money concerns, problems with accommodation and housing. To arrange a chat, students can call into SU Office in Chancellor's Mall or email on info@boltonsu.com.



Programme Leaders

Programme Leaders are academic members of staff who are responsible for the organisation and management of a programme. They oversee the scheduling and delivery of modules, support programme developments, coordinate marketing and recruitment activities, and ensure programme quality standards are maintained.

Module Tutors

Module Tutors are academics who are responsible for the organisation and delivery of a particular module. Module Tutors also design and mark module assessments. If there is an academic problem with a specific module, the first point of contact should always be the Module Tutor. If the query is not resolved, students should contact their Programme Leader or Student Representative.

Work Based Tutors

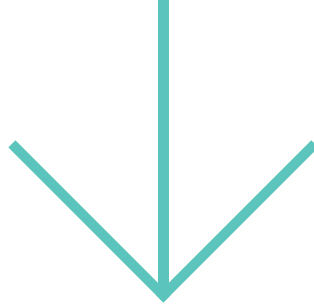
Work Based Tutors provide guidance, instruction, and support to apprentices in workplace settings. They oversee practical training, conduct progress reviews, offer ongoing support, and collaborate with employers and training providers to ensure apprentices receive a comprehensive learning experience. By facilitating skill development and preparing apprentices for their chosen professions, work-based tutors play a crucial role in the success of apprenticeship initiatives, bridging the gap between theoretical knowledge and practical application within real-world work environments.

Aptem

Aptem is an online system that has been developed to support you in completing your apprenticeship programme. Aptem allows you to:

- + Track your progress against your Apprenticeship Standard
- + Upload evidence of learning and achievement
- + Complete your progress reviews with your employer and Work Based Tutor
- + Keep track of your off-the-job training
- + Keep track of your learning tasks, meetings and to-do lists

You will receive separate guidance and instructions on how to use Aptem.



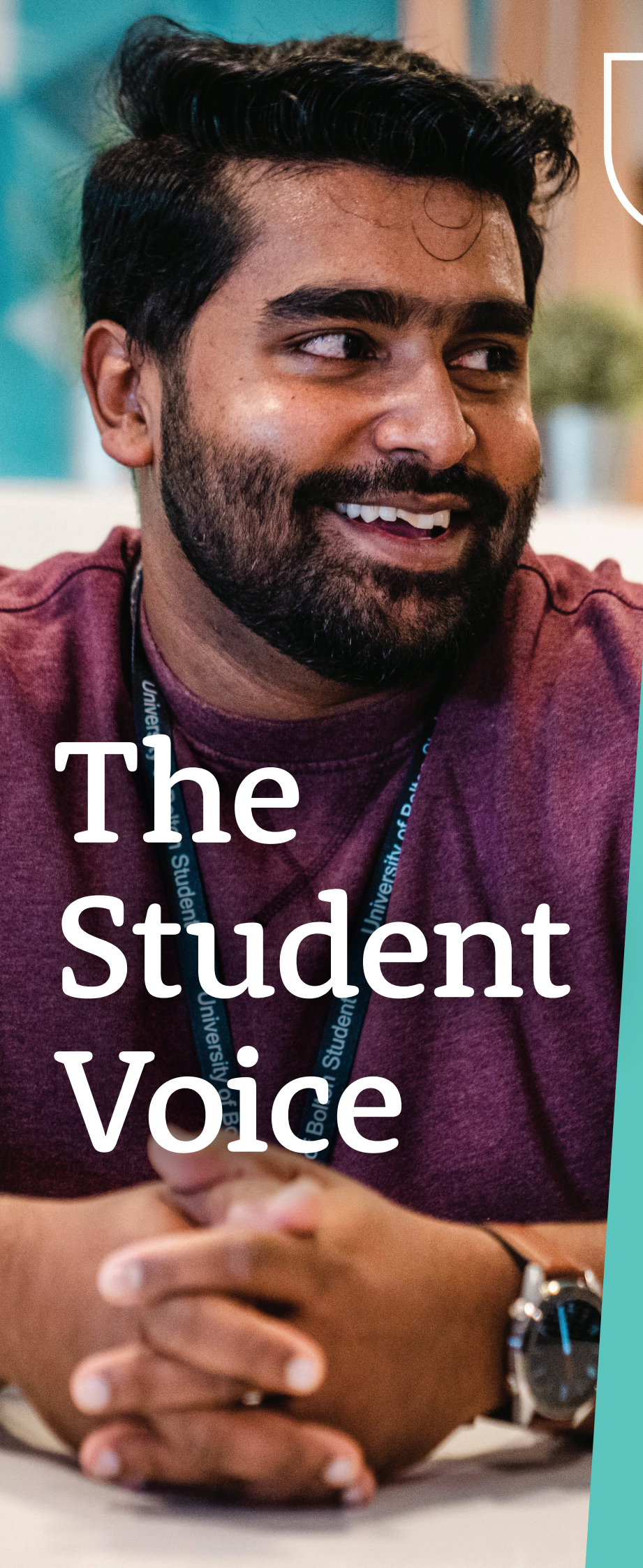
Study skills support

LEAP Online

LEAP Online is the University of Bolton's award-winning interactive online tutorial which is designed to support students through their academic and personal development journey, with an emphasis on getting the most out of their time at University. The content can be used to help achieve academic and personal development goals.

Sections include My Student Engagement, My Academic Development, My Digital Literacy, and My Personal Development. It is packed with activities and assessments for students to complete and to work towards digital badges which demonstrate to their tutors that they have completed the section and have improved their knowledge and skills in areas such as referencing or time management.

If you are undertaking modules such as study skills or employability skills it is ideal to use in portfolios or as evidence of CPD/development. LEAP Online is located [here](#).



The Student Voice

Ofsted Survey

The university will send out online questionnaires when they're being inspected.

This survey is for you to say what you think about the university.

Student feedback

You will be asked to complete a face-to-face survey each year.

Survey feedback is important as it is used by the programme team and other services to enhance the provision and improve the student learning experience.

National Student Survey (NSS)

The NSS is your opportunity to give your honest feedback about what it has been like to study on your course at your university or college. It is published every year and is a rich and influential source of information about higher education. The survey is a key component of the quality assurance and wider regulatory landscape in UK higher education.

The survey is completed by final-year students.

Destination data

All students studying on an apprenticeship will be asked to provide details of their next steps once they have completed their apprenticeship. It is important that we receive feedback from all of our apprentices to find out what they are doing next and how their programme of study has helped them to succeed.

Learning resources

The Library provides access to a large range of resources to help University of Bolton students succeed in their studies. Over 220,000 ebooks and a host of online journals and databases can be accessed via Discover@Bolton via <https://libguides.bolton.ac.uk/home>.

Apprentices will need your University of Bolton username and password to access online library resources. Information on getting started using the Library can be found at <https://libguides.bolton.ac.uk/get-started>.

Subject Guides provide a subject-specific overview of Library services and have been developed by Academic Librarians to highlight the most useful resources for specific academic areas. Please see <https://libguides.bolton.ac.uk/subject-guides> – this is a great starting point for research for assignments.

Please refer to local information if studying at an Off-Campus partner.

Apprentices should also look for the Resource Lists Online (RLO) link on their Moodle sites. Resource Lists Online will provide a link to the resources recommended by module tutors. This will include a direct link to key eBooks, eJournals and databases as well as links to check for the availability and location of print titles. You can create your own profiles in RLO to add personal notes to your lists. Apprentices can also check your library account and access online resources via the Library section of the MyBolton app.

Apprentices based at Bolton will find the print book collections and a range of study spaces to suit them in the Peter Marsh and Queens libraries. There's a wide choice of PCs available in the Peter Marsh Library, group and individual study pods and spaces (as below), as well as a self-service laptop-loan service for use in the Library and Social Learning Zone (SLZ). Wi-fi is available throughout.

Several multi-functional machines within the Library provide printing, photocopying and scan-to-email facilities with A4, A3, colour and black and white output. There is an initial free quota each semester and this can be topped up online and via the myBolton app. There are also PCs and printing facilities at the Queens Library and the Greater Manchester Business School Learning Resource Centre.

Apprentices registered with the University as needing additional learning support, can benefit from a range of enhanced services, such as extended book loans and access to accessible versions of ebooks via RNIB Bookshare. In addition, assistive technology software is available on the network and in specified rooms where specialist hardware is also available.

Academic schools/areas may arrange a Library induction session when apprentices start their programmes of study. The Library also offers online sessions on its resources at various times of the year that they can sign up to. Visit the Library website for details.

As well as delivering inductions, the Academic Librarian team provides support to apprentices in the form of workshops, help guides and videos and bookable online appointments.

Videos are available via the Library website and YouTube channel. Apprentices can also find answers to Frequently Asked Questions via the Library website and the MyBolton app.

Students can get help with Library resources and services as follows:

- + **Online** via <https://libguides.bolton.ac.uk/about-us/contact-us>
- + **By phone** (during staffed opening hours) on 01204 903 094
- + **By email** (Helpdesk team and Academic Librarians) via library@bolton.ac.uk
- + **Via an online appointment** with an Academic Librarian: <https://libcal.bolton.ac.uk/appointments/online>
- + **In person:** at the Peter March Library Helpdesk during staffed hours

Mitigating circumstances, academic appeals, complaints and Dignity at Study

Please refer to local information if studying at an Off-Campus partner.

Mitigating circumstances

Mitigating Circumstances refer to unforeseen, severe and exceptional personal difficulties which adversely affect academic performance. Students can apply for Mitigating Circumstances by completing a Mitigating Circumstances Submission Form – see <https://www.bolton.ac.uk/student-policy-zone/studentpolicies-2023-24/mitigating-circumstances-regulations-and-procedures-23-24> and providing a covering letter, evidence of circumstances and evidence of assessment deadlines (this must be done as soon as possible and before the published deadline).

Please note that students who are unable to submit an assessment due to unforeseen, severe and exceptional circumstances should first check with their Module Tutor if an extension can be granted.

Bolton campus support for applying for Mitigating Circumstances applications can be sought from a Personal Academic Tutor, Student Services, a Student Liaison Officer and/or the SU Advice Unit.

Academic appeals

Academic appeals may be submitted following an Assessment Board (and before the appeals deadline specified) if a student believes that:

Circumstances affected his/her performance which, for good reason, the Assessment Board may not have been made aware of when making assessment decisions, or

There was a material administrative error or procedural irregularity in the assessment process; or

There is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the tutors/assessors

Please note: An appeal which questions the academic or professional judgement of those charged with the responsibility for assessing a student's academic performance or professional competence will not be accepted.

Bolton campus support for applying for an academic appeal can be sought from a Personal Academic Tutor, Student Services, a Student Liaison Officer and/or the SU Advice Unit.

For further details, see: <https://www.bolton.ac.uk/student-policy-zone/student-policies-2023-24/academic-appeals-regulations-and-procedures-23-24>

Students' Dignity at Study

Students are able to report cases of harassment, bullying, discrimination, victimisation and sexual misconduct to the University where the perpetrator is a University of Bolton student, member of staff, visitor or contractor, using the Students' Dignity at Study Reporting Form <https://www.bolton.ac.uk/student-life/student-support/studentcomplaints-procedure/students-dignity-at-study-reporting-form/>

More information is available in the Students' Dignity at Study Policy and Procedure: <https://www.bolton.ac.uk/assets/Students-Dignity-at-Study-Policy-and-Procedure2022-23-v2.pdf>

Safeguarding & Prevent

As a University community, we consider the safety and well-being of our students and staff to be very important. We want to ensure as far as possible, that students can learn and achieve safely, free from abuse, harassment and harm. Safeguarding at the University of Bolton is everyone's responsibility.

What is Safeguarding?

Safeguarding is about protecting children and adults from the risk of harm. It includes preventing those who are deemed unsuitable to work with them from doing so and being alert to and acting upon situations where they may be caused harm. The University has a zero-tolerance approach to any form of potentially harmful behaviour.

Safeguarding related links

The NSPCC Helpline is staffed by trained professionals who can provide expert advice and support. We're here if you're concerned about a child if you're a parent or carer looking for advice, or if you're a professional in need of information and guidance. [NSPCC | The UK children's charity | NSPCC](#)

Bolton Council Safeguarding and protecting children: [Safeguarding and protecting children – Bolton Council](#)

Bolton Council: [Safeguarding and protecting adults at risk: Safeguarding adults at risk – Bolton Council](#)

What is Prevent?

Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is one of the four elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people from becoming terrorists or supporting terrorism. Under the Prevent duty introduced by the Counter-Terrorism and Security Act 2015, the University, as a higher education body needs to assess the risks of people being drawn into terrorism/extremism and has plans in place for mitigating these risks in a proportionate and risk-based way.

Government guidance defines extremism as vocal or active opposition to fundamental British values,

including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. The definition includes calls for the death of members of the armed forces, whether in this country or overseas.

The University takes seriously its responsibility to ensure the safety and wellbeing of students, staff and the wider community from being drawn into radicalisation and terrorism whilst protecting academic freedom and freedom of speech.

If you identify any concerns, or others raise concerns with you that sit within the scope of PREVENT and safeguarding please inform Safeguarding immediately and alert your Personal Tutor.

You must wait until you have made contact with Security & Community Support before returning to your studies or other activities.

Prevent related links

For further information on Prevent and the universities legal duties please see: <https://www.officeforstudents.org.uk/advice-and-guidance/student-wellbeing-and-protection/counter-terrorism-the-prevent-duty>

Or you can read the full duty here: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Reporting online material promoting terrorism or extremism to central government: Report online material promoting terrorism or extremism – [GOV.UK](#)

Action Counters Terrorism (ACT) – Counter Terrorism Policing – Reporting suspicious activity: [Report terrorist or extremist content online – Action Counters Terrorism \(campaign.gov.uk\)](#)

All safeguarding concerns should be reported to: Safeguarding: safeguarding@bolton.ac.uk

The Prevent policy, University of Bolton: <https://www.bolton.ac.uk/assets/Uploads/Prevent-Policy-V2.pdf>

Safeguarding Policy, University of Bolton: <https://www.bolton.ac.uk/assets/Safeguarding-Policy-and-Procedure-University-of-Bolton-v11-05-v2.2022-Clean.pdf>

Health & Safety

First Aid

Please refer to local information if studying at an Off-Campus partner.

Students requiring first aid, or seeking first aid assistance for somebody else, should inform any available member of University staff. The staff member or the student should request a First Aider by dialling the University emergency number - 666 from an internal phone or 01204 903 666 from any phone.

If, for some reason, there is no immediate reply on the University emergency number, and the incident is considered serious, an ambulance should be called by dialling 999 directly. In all cases of collapse where the person seems unresponsive, or where the person is unwell and suffering central chest pain, this should be made clear so that an AED (defibrillator) and AED responder can also be provided.

Accident reporting

Please refer to local information if studying at an Off-Campus partner.

Apprentices should always report all accidents, no matter how minor, and make sure that an accident report form is filled in. Students should report accidents as soon as possible to either their Module Tutor, if in class, or to a relevant member of University Staff e.g. Programme Leader, Librarian, Site Supervisor etc. If a student wishes to raise any concerns about the incident, they can report these to Security on 01204 903 700.

Apprentices should also report accidents which occur off-site when undertaking an activity sanctioned by the University e.g. a field trip and ensure it is raised and recorded in the progress review.

Fire evacuation procedure

Please refer to local information if studying at an Off-Campus partner.

The emergency evacuation alarm is a siren. If the alarm sounds, buildings should be evacuated following the procedures set out below.

1. When the alarm sounds, windows should be closed and all machines, gas valves, equipment and electrical appliances switched off (other than LSS computer installations)
2. Students should leave the building by the nearest designated emergency exit in accordance with the instructions given by staff, closing doors as directed
3. Disabled students should be assisted as required. In the event that any disabled student is unable to be evacuated, the Fire Marshall should be made aware of the location of the student, and any other relevant information which may assist in his/her evacuation
4. Students should not re-enter the building unless advised by a Fire Marshall wearing a high-viz tabard
5. On no account should lifts be used
6. Holdalls, briefcases or any other bulky items which would impede evacuation should not be taken
7. Students should report to the designated assembly point irrespective of the exit by which the building was evacuated. They must not leave the assembly point unless authorised by a recognised member of staff
8. If a student is concerned that another student has not been able to evacuate the building, he/she should advise a member of staff of that person's last known location

Smoke Free Policy

Please refer to local information if studying at an Off-Campus partner.

It is the policy of the University that all of its workplaces are smoke free, and all students and employees have a right to work and study in a smoke free environment. Smoking is therefore not allowed in all University buildings and around their entrances and open windows. This ensures that smoke does not enter a building from outside and

that people entering or exiting the premises are not exposed to second-hand smoke. Should someone become exposed to second-hand smoke in this way, they have the right to request that the smoker moves and the smoker is expected to respect that request. Please note that the Smoke-Free Policy also applies to electronic cigarettes.

Additional Health & Safety requirements

Certain teaching spaces may have additional Health and Safety requirements, based on the location, equipment, chemicals or other risks which may be present. Students must always follow the instructions of staff in the area, to ensure their safety, and the safety of others.



Key policies & documents

- + [Terms and Conditions of Enrolment](#)
- + [Policies/Regulations](#)

Raising Queries, Concerns or Complaints – For all general queries, concerns and a first line before a complaint, speak with your Programme Lead (contact details above) and if necessary, follow the University's published complaints procedure.

If the issue is not resolved satisfactorily, you can contact Apprenticeship Service Support on 08000 150 600 or [email](#).

University's Apprentice and Employer Complaint Policy and Procedures – [Regulations and Policy for Recognition of Prior Learning 2021/22 | University Of Bolton](#)

Attendance & absence

In the event that you are not able to attend university or join a planned face-to-face or online live session, you must inform your Programme Lead and Module Tutor on the first day of illness via telephone and/or email and follow your employer's process for notification.

- + [University Student Engagement, Participation and Attendance Policy](#)

Data protection & data sharing

- + We have identified the legitimate interests which exist within the meaning of the General Data Protection Regulations 2018 in connection with the transfer of your personal data. The legitimate interests are summarised below
- + Your personal information may be shared with other regulatory or professional bodies necessary for the delivery of your apprenticeship and your wellbeing but only where the law allows this sharing to take place, in compliance with the General Data Protection Regulation Act 2018
- + The personal information that you provide is passed to the ESFA, the Department for Education and the Apprenticeship Assessment Organisation named in this Training plan, for the purpose of tracking progress, confirming eligibility for funding or processing your end-point assessment
- + We will be sharing your exam results and the outcomes of other activities within the apprenticeship with your line manager as part of your apprenticeship



- + Information regarding your attendance, progress and any professionalism and fitness to practice issues will be shared with your employer

If you have any queries about how your personal data is used please contact the Degree Apprenticeship's Co-ordinator.

Glossary

Throughout your apprenticeship, you may encounter various important terms, expressions, and abbreviations. We've compiled some of these below for your reference. However, if you ever find yourself unsure about anything mentioned in documents or discussions, feel free to ask for clarification.

| | | | |
|--------------------------------|---|-----------------------|---|
| AA | Apprenticeship Agreement | IfATE | Institute for Apprenticeships and Technical Education |
| ALS | Additional Learner Support | ILP | Individual Learning Plan |
| Apprenticeship Standard | Sets out the knowledge, skills and behaviours required of apprentices | ILR | Individualised Learner Record |
| APTEM | Online apprenticeship system | KSBs | Knowledge, Skills and Behaviours |
| BIL | Break in Learning | Levy Payer | An employer with an annual wage bill of over £3m |
| DAS | Digital Apprenticeship Service | Non Levy Payer | Employers with an annual wage bill of under £3m |
| EPA | End Point Assessment | Ofsted | The Office for Standards in Education, Children's Services and Skills. Ofsted inspects services providing education and skills for learners of all ages |
| EPAO | End Point Assessment Organisation | OJT | Off-the-job Training |
| ESFA | Education and Skills Funding Agency | RPL | Recognised Prior Learning |
| Gateway | The point where apprentice is ready for EPA | Skills Forward | The online system to assess the level of maths and English of apprentices |
| IAG | Information, advice and guidance | TP | Training Plan |

The standard to which an apprenticeship programme is mapped which also sets out the knowledge, skills and behaviours of the apprenticeship.

Communication & contact information

Communication with individual apprentices is usually through email. As a policy, University staff will only respond to emails sent from an apprentice's University Outlook account. This is to ensure that data protection legislation is complied with.

A University Outlook account can be set up to forward emails to a personal email address.

See: [IT Support Services](#).

Please note, however, that apprentices will need to respond to any University emails using the University Outlook account. A student number should be included in the email.

Most Module Tutors will post announcements through Moodle, the University's virtual learning environment (VLE). It is important therefore that apprentices familiarise yourself with how you access this electronic information.

In some cases, letters may be sent to an apprentice's local or home address. It is important to ensure that apprentice's details are therefore kept up to date on the student record.

Useful web addresses

- + [University of Bolton website](#)
- + [Student Area](#)
- + [Student Record log-in](#)
- + [Moodle/eLearning Portal](#)

We also post news items on:

- + [University of Bolton | Facebook](#)
- + [Instagram@BoltonUni](#)

The best way to contact staff is by email. Staff will endeavour to respond to emails within two working days. If a face-to-face discussion is required, apprentices may arrange a mutually convenient appointment.

| Office | Location | Contact details |
|---|------------------------------------|---|
| Bolton Students' Union | Chancellor's Mall | info@boltonsu.com 01204 900 850 |
| Careers Service | Chancellor's Mall | studenthub.bolton.ac.uk 01204 903 080 |
| Disability Service | Student Centre - Chancellor's Mall | disabilityinfo@bolton.ac.uk 01204 903 478 |
| IT Helpdesk | Peter Marsh Library | 01204 903 444 |
| Life Lounge | T2 – Eagle Tower | lifelounge@bolton.ac.uk 01204 903 566 |
| Peter Marsh Library | Chancellor's Mall – via SLZ | library@bolton.ac.uk 01204 903 094 |
| Sports & Wellness | Bolton One | sportscentre@bolton.ac.uk 01204 903 172 |
| Student Advisors | Student Centre - Chancellor's Mall | studentadvisors@bolton.ac.uk 01204 903 733 |
| Student Liaison Officers | Student Centre - Chancellor's Mall | SLO@bolton.ac.uk 01204 903 229, 01204 903 540, 01204 903 541 |
| Student Life Team | Student Centre - Chancellor's Mall | studentlife@bolton.ac.uk |
| Reception Desks | | |
| Main/general enquiries | Senate House, Bolton | enquiries@bolton.ac.uk 01204 900 600 |
| Greater Manchester Business School | Great Moor Street, Bolton | 01204 903 500 |
| Queen's Specialist Building | Queen Street, Farnworth, Bolton | 01204 903 200 |

Want more information

For more support and guidance please contact the apprenticeship team.

 01204 903 940

 apprentices@bolton.ac.uk

 bolton.ac.uk/apprenticeships

