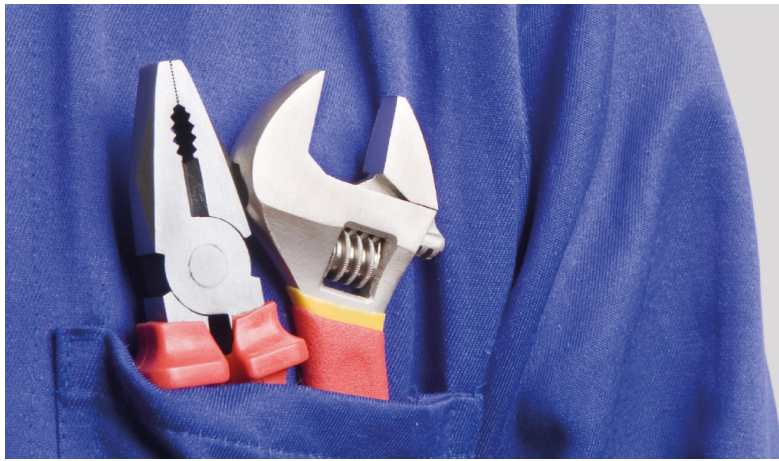

CESA GUIDE



Information **Involvement** Influence

Catering Equipment Apprenticeship for Service and Installation Engineers CESA Employers' Guide





“An apprenticeship is a job with an accompanying skills development programme” *

CESA has engaged with a group of employers and training providers known as ‘trailblazers’ to create this apprenticeship standard to help you develop existing and new employees for your business.

Installation and Service Engineers are vitally important to CESA member companies who rely on their experience and professionalism to ensure that products perform as designed for their customers. Each apprenticeship standard covers a specific occupation and sets out the core skills, knowledge and behaviours an employee needs.

This guide describes how CESA members can engage with the Service and Installation Engineer Apprenticeship.

It explains what an employee will learn, how you go about employing

an apprentice, who will do the training, and what costs and benefits there will be for your business.

The apprentice will be issued with an Individual Learning Plan (ILP) by their training provider and will gather evidence of tasks and assignments completed during their working day in their portfolio.

Once an apprentice has completed their apprenticeship, typically a maximum of 3 years, they will be ‘signed off’ by their employer as ready for End-Point Assessment (EPA) of their knowledge and practical capabilities.

The EPA assures quality in the apprenticeship system:

- The practical skills assessment will include two fault diagnosis skills exercises, an installation skills exercise, and a test of skills in replacing components.
- The assessment is by professional discussion with an independent assessor, and by observation, and review of the portfolio and assignments.
- On-line multiple choice tests will assess knowledge of electrical and electronics principles.
- CESA has selected an independent End Point Assessment provider for this apprenticeship.
- Level 2 English and Maths is needed for entry to this apprenticeship, and colleges typically will assist with gaining these qualifications which are funded in addition to the apprenticeship.

What the apprentice will learn

The Electrical, Electronic Product Service and Installation Engineer Apprenticeship Standard** will equip employees with the basic skills, knowledge and qualification needed to work in customers' premises on all types of catering equipment. It also underpins all additional skills needed to become an all-round catering equipment specialist in gas, refrigeration, plumbing, microwave and steam pressure products.

- Communication and behaviour in the workplace, with customers, and with colleagues
- Essential health, safety and environmental regulations, operations and procedures
- Transportation, handling, and manufacturer's product installation and utilities' requirements
- Product installation, testing and customer handover procedures
- Diagnosing and repairing electrical and electronic faults from first principles
- Servicing, maintenance, reporting and advising users in safe operating practices
- Using manufacturers' equipment manuals, on-line access, spares and van stock management
- Understand product connectivity, setting up wi-fi, using apps and programming software

* Apprenticeship funding: rules and guidance for employers August 2018 to July 2019 Version 1

** Electrical, electronic product service and installation engineer ST0150

<https://www.instituteforapprenticeships.org/apprenticeship-standards/electrical-electronic-product-service-and-installation-engineer/>

Approved for delivery from 06 Dec 2017 - Level 3 - 36 months - Max funding: £9000



Starting an apprenticeship programme in your business

1 Identify who will lead the programme in your business.

The apprentice's line manager will:

- Select and liaise with the training provider on behalf of your business
- Understand the skills, behaviours and competencies the apprentice must evidence
- Enable the apprentice the opportunity to perform the set tasks and assignments alongside your existing employees
- Work with the training provider to monitor progress and report back to your business

2. Select a training provider

The apprenticeship is based on the EAL level 3 NVQ extended Diploma which comprises several mandatory units and some optional units for specific learning pathways.

Your training provider should be able to:

- Offer you and your apprentice the EAL course units that best fit with your business
- Offer day or block release that enables your apprentice to complete the formal training and assignments to ensure that the scheme objectives are met
- Enrol the apprentice in the apprenticeship scheme ensuring that all induction and administration tasks are completed, to enable Levy funding to be accessed by your business
- Nominate a Trainer to liaise with your business and feedback your apprentice's progress in formal learning
- Map out meaningful assignments throughout the apprenticeship that will enable the apprentice to achieve the targets required by the End Point Assessment, i.e. pass the exam.

Training providers who have expressed interest in delivering this apprenticeship include:

- Cambridge Regional College camre.ac.uk
- Gower College Swansea gcs.ac.uk
- Birmingham Metropolitan College apprenticeships@bmet.ac.uk
- West Suffolk College info@wsc.ac.uk

For a full list of EAL course providers, search www.eal.org.uk. For Government approved training providers, search www.gov.uk/ESFA register of apprenticeship training providers (RoATP). Note: This advice covers England – terms in Scotland, Wales and N.I. may vary.



3. Employ an apprentice

To qualify as an apprentice, there must be a “genuine job” with conditions of employment as for any employee in your business. There is no age limitation to receiving funding for an apprenticeship.

- Write a person specification – e.g. technical aptitude; a positive attitude to undertaking a three year training programme; able to drive etc.
- Write a job description – for advertising and candidate selection
- Create an apprenticeship vacancy template and advertise on www.gov.uk/government/publications/apprenticeship-recruitment-employers-and-training-organisations
- Use your Training Provider to recommend candidates who are seeking an employer
- Consider existing employees who demonstrate technical skills and willingness to learn

Minimum wage

From April 2019, the minimum pay is £3.90 per hour for an apprentice employee aged under 19, or at any age in their first year of apprenticeship; after their first year, the minimum wage applies at 19 years and over.

Minimum wage	25 and over	21 to 24	18 to 20	under 18	Apprentice
April 2019	£8.21	£7.70	£6.15	£4.35	£3.90



What are the benefits and costs to your business?

86% of employers said that apprentices helped to develop relevant skills for the organisation, and to fill the skills gap.

69% of employers say that employing apprentices improved staff retention.

65% of apprentices stay working for the company that trained them when they complete their apprenticeship.

73% of employers say that staff morale is improved by having apprentices.

67% of employers say that employing apprentices improved their image in the sector.

www.gov.uk/government/uploads/system/uploads/attachment_data/file/659710/Apprenticeships_evaluation_2017_employers.pdf

If your business pays the apprenticeship Levy, the total cost of employing an apprentice for three years is likely only to be their wages and normal employment costs plus their line manager's time. You use your "employer account" into which your business has already paid 0.5% of payroll since April 2017, to pay the

training costs for this apprenticeship up to the funding band maximum of £9,000.

If your business does not pay the Apprenticeship Levy (payroll under £3m annually), you will pay 10% or a maximum of £900, towards the cost of apprenticeship training, and the government will pay the rest (90%).

Training providers know that the funding band maximum for this Apprenticeship is £9,000 over three years, and will likely price their formal training fees to this level.

Workplace requirements:

- Apprentices are your employees – to qualify, they must work a minimum of 30 hours and "maximum" of 40 hours over 5 days per week to include studytime.
- 20% of their time must be for off-the-job training.
- All the same benefits apply as for other employees, such as
 - I. A full induction, health and safety, fire procedures, sickness, holidays and complaints procedures
 - II. All protective and safety equipment supplied
 - III. A pay slip or other evidence of payment, and holiday pay
 - IV. Sunday working for under 18s needs parental consent



Understanding how to use the levy:

- If your annual payroll is over £3m, 0.5% of UK total payroll is paid to the Levy through PAYE from April 2017, just as for Income Tax or National Insurance contributions
- Levy payments are ring fenced and held in a 'digital account' for organisations to reclaim and use to purchase apprenticeship training from approved providers
- Your finance department will have been sent your Government Gateway login details to set up your Digital Apprenticeship Service (DAS)
- Employers have a set period of 24 months to reclaim the funds paid into their account, or fund one other organisation through a transfer (25%)
- There is a danger that your funds, if unused after 24 months, will no longer be available to you

Once your DAS has been set up, you will need to accept an Education & Skills Funding Agency (ESFA) Agreement, which you can access via your DAS - search:

<https://www.gov.uk/guidance/manage-apprenticeship-funds>

Then you can:

- Input staff details and the apprenticeship programme you wish to deliver
- Choose the training provider you want to deliver the training
- Choose your End-Point Assessment organisation (CESA has a nominated EPA provider)
- Advertise apprenticeship vacancies
- Confirm the price you've agreed for training with your training provider
- Manage your payments and authorise payments to your chosen training provider
- Transfer up to 25% of your funds to another organisation for them to use

Of the £9000 funding that you will receive back, 80% will be paid to you monthly over 36 months from your employer account, leaving 20% payable on completion of the End Point Assessment.

ESFA has published a suite of documents:

- <https://www.gov.uk/government/collections/apprenticeship-changes>
- Updated levy guidance can be found online <https://www.gov.uk/government/publications/apprenticeship-levy-how-it-will-work>
- With a useful apprenticeship levy funding calculator specifically for your business at: <https://estimate-my-apprenticeship-funding.sfa.bis.gov.uk/>
- [Download the apprenticeship technical funding guide](#)
- Email: helpdesk@manage-apprenticeships.service.gov.uk everyday 8am – 10pm
- Apprenticeship employer helpline Telephone **0800 0150 600**
- Follow Twitter @ESFAdigital Read and sign up to the ESFA Digital Blog
- YouTube: using the apprentice service, sign up for apprenticeship service webinars



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