

Apprentice FAQs

The following FAQs are drawn from the gov.uk advice and guidance and will be updated in accordance with that guidance as required.

If you have any queries related to your own circumstances which are not covered below then please contact your tutor/assessor directly or the Apprenticeships team through apprenticeships@ccn.ac.uk

1. If I need to self-isolate, what will happen to my apprenticeship?

Apprenticeships have been designed to be responsive to changes in apprentices' circumstances, for example during a period of illness. If you need to self-isolate, please talk to your employer and your tutor/assessor/lecturer at CCN or Easton about the best way to continue with your apprenticeship, or report a break in learning.

Options include:

- an increase in e-learning
- a short pause of less than 4 weeks in your apprenticeship while you are in self-isolation. This will not affect the planned end-date of your apprenticeship
- a formal break in learning of 4 weeks or more that your training provider should report to the Education and Skills Funding Agency. This will result in the planned end-date for your apprenticeship being re-planned, upon returning to learning, to take into consideration the duration in line with the length of your break
- re-scheduling planned assessment activity for a later date.

The appropriate steps will be agreed with you and your employer by us as a college. In all instances at present we are looking to continue delivery using a range of e-learning measures.

2. I need to take care of myself/a family member. Can I continue my apprenticeship learning at home?

Yes, we are continuing to work to deliver all programmes remotely using a variety of e-learning tools. Tutor/assessors will continue to be in touch and review progress. For some programmes we will be re-scheduling the delivery to take account of the current circumstances, for example prioritising theory delivery and demonstrations over practical sessions. We will continue to review this to ensure that apprentices are developing appropriate Knowledge, Skills and Behaviours.

3. My employer is enforcing a work from home policy and my classroom provision has been withdrawn. What are my options?

Please see answer above.

4. What is a furlough and how might it benefit me?

A furlough occurs when an employer isn't able to provide work for an employee but doesn't want to make them redundant. It often occurs when there is a short term issue disrupting work. For apprenticeships it means that apprentices can be offered a Break in Learning, with the employer able to claim up to 80% of their salary from government to tide them over. We anticipate that this will be a positive mechanism to maintain apprenticeship employment during this time.

5. My employer is asking me to take a period of unpaid leave, what happens to my apprenticeship during that time?

Where you are no longer able to work, but have not been made redundant, you can take a break from your apprenticeship and resume when you return to work. Please get in touch with us at apprenticeships@ccn.ac.uk and let us know.

Once you are back at work, let us know and we will assist you to resume your apprenticeship. You should refer any queries around terms and conditions, including wages, to your employer in the first instance.

The ACAS website may also be a good source of information.

6. What happens to the apprentice during a period of unpaid leave in terms of monies. Do they have access to Universal Credit?

Universal Credit may be available for both workers and the unemployed alike, as long as they meet the other conditions of entitlement (including that the applicant and their partner have savings of under £16,000 between them).

Apprentices may be entitled to access Universal Credit during a period of unpaid leave. They may also have access to Universal Credit even if they were working and being paid. Being laid off or on a lesser number of hours could increase the rate of Universal Credit entitlement.

Apprentices on unpaid leave may also [be eligible for other benefits](#).

Through the Coronavirus Job Retention Scheme, all UK employers will be able to access support to continue paying part of their employees' salary for those employees that would otherwise have been laid off during this crisis. HMRC will reimburse 80% of furloughed workers wage costs, up to a cap of £2,500 per month.

7. How do I record progress towards my apprenticeship while I am subject to different working conditions like working from home?

Please continue to use the method agreed with your lecturers and tutor/assessor during this period. For many this will involve recording using an e-portfolio system, for others this may well be paper-based. If your work circumstances change because of COVID-19, so that the minimum 20% of the job cannot be met, you will need to liaise with us to discuss further and a break in learning might be appropriate.

8. My employer is laying me off/making me redundant. What happens to my apprenticeship?

Please speak to us before you do anything else. If you are made redundant your apprenticeship training may be able to continue.

We will still be able to offer training, based on your circumstances, in the short term and will be able to support you in finding a new employer.

9. If I can't work/attend training, will I still be paid?

An apprenticeship is a job with training, so even when you are not able to do your training, you are still employed. You will be paid in line with the details in your employment contract.

Where you are unable to work, we suggest speaking to your employer about their policies on pay. The government is providing a range of support to employers to help them retain and pay the wages of employees (including apprentices) during the coming months.