



# EMPLOYER HANDBOOK



**LAVENDER INTERNATIONAL**

QUALITY, FLEXIBILITY & TRUST





# Content



<b>Welcome</b>	<b>04</b>
<b>Structure</b>	<b>05</b>
<b>Manager Responsibilities</b>	<b>06</b>
<b>Apprenticeship Process</b>	<b>08</b>
<b>Level 2 NDT Operator</b>	<b>09</b>
<b>Level 3 NDT Eng Tech</b>	<b>11</b>
<b>Off-The-Job Training</b>	<b>13</b>
<b>Reviews</b>	<b>15</b>
<b>Maths &amp; English</b>	<b>15</b>
<b>Online Tools</b>	<b>16</b>
<b>Safety</b>	<b>18</b>
<b>Quality Assurance</b>	<b>20</b>
<b>Have Your Say</b>	<b>21</b>
<b>Resources</b>	<b>22</b>

# Welcome



## Apprenticeships with Lavender

**At Lavender International, our mission is to provide an outstanding Apprenticeship Programme that will support the industrial needs and development of the Non Destructive Testing (NDT) sector.**

The vision is to ensure each apprentice is given excellent and comprehensive guidance and tuition in a safe environment leading to successful achievement of the End Point Assessment.

Our aim is to create and deliver an Apprenticeship Programme of excellence where each apprentice will not only achieve success, but will also mature within their profession, preparing them to become the leaders of tomorrow.

Thank you for agreeing to take on an apprentice or train your existing employees with Lavender International.

This guide has been created to help you understand the role you will play in the apprenticeship process and the services and support that Lavender International will provide.



# Structure

## ■ The Structure of Apprenticeship Standards

### EMPLOYER INVOLVEMENT

Apprenticeship Standards focus on the input and involvement of the employer in each part of the process. This ensures that you are given full opportunity to tailor the learning that your apprentice receives throughout the programme. It also allows you to include internal training and development so that the learning is customised to your organisation.

You will be involved in the programme right from day one, working with our delivery team to create a bespoke delivery model. As the employer, you will select the chosen NDT methods aligned with your organisational requirements. From that point, you will be fully involved in the learning and will be required to attend regular progress reviews.

You will be given access to Smart Assessor, our e-portfolio system, which will enable you to monitor progress and fully support your apprentice in the activities that have been agreed with their tutor.

### ENDPOINT ASSESSMENT

The training provider and employer will agree on the Endpoint Assessment Organisation. When the apprentice is ready to go forward for the EPA, this is called the 'Gateway'. Support will be given throughout in preparation for the EPA.

### OFF-THE-JOB TRAINING (OTJ)

OTJ is the time that the apprentice spends working towards the completion of their course. OTJ is a Government requirement and ensures that the apprentice is given the opportunity they need to succeed.

Once you enroll your apprentice, you have contractually agreed that the apprentice will have **6 hours per week in working hours** during the course to complete activities, assignments and actions set by their tutor to develop personal and technical skills.

This is separate from the supervised work experience requirement to gain their NDT certification. The apprentice will be required to record their off-the-job hours on Smart Assessor.

# Responsibilities

## ■ Manager Responsibilities

There must be a genuine job available with a contract of employment long enough for an apprentice to complete their apprenticeship.

### 01 Support the programme

Managers should support the apprentice throughout their apprenticeship programme. The appropriate amount of time must be given for off-the-job training (6 hours a week). This includes supporting the apprentice in developing the personal and technical skills in the work place.

### 02 Feedback to the Apprentice

The Manager will be required to give feedback to ensure they have the necessary knowledge, skills and behaviours for the apprenticeship. Feedback will also be required during the progress reviews. The Manager will need to support the apprentice in generating ideas for their project report.

### 03 Progress reviews

When an apprentice is enrolled, the employer has entered into an agreement to take part in the progress reviews that will take place every 8 weeks. The manager will be required to offer support and guidance to the apprentice and reflect the impact the programme is having on the apprentice and organisation. The manager will be required to sign the review after they have contributed their feedback.

### 04 Setting Objectives

Regular objectives are set during the progress reviews to complete any outstanding tasks.

It is important that the objectives are linked to the successful completion of the apprenticeship programme and the development of the skills, knowledge, and behaviours.



## 05 Monitoring Progress

Managers are given access to Smart Assessor to review the apprentices progress and will be required to work collaboratively with the tutor to support the apprentice in reaching their EPA. The Manager will take an active role in progress reviews and reflect on the impact the programme is having on both the apprentice as an employee and the organisation.

## 06 Manage the Apprenticeship

Managers must ensure they make Lavender International aware if there is any risk that the apprentice will not complete their apprenticeship by the planned end date. For example, if there are issues with performance in the role, or if there are critical changes to the role or business then the individual could be placed on a break in learning.

## 07 Career development

The apprenticeship equips apprentices with the skills, knowledge and behaviour for future progression. The Manager will need to inform the apprentices of any learning and work opportunities that may arise. For example, advising on the different levels of certification, specialising in new NDT methods and discussing steps after their apprenticeship.

## 08 Take part in the induction

Managers should be involved in the apprentice's induction to the programme, this includes reviewing the delivery model, understanding the commitment to the programme and working with the tutor to set out the business expectations. All onboarding documentation should be signed before or on the start date for the apprentice to be fully enrolled on the programme.

# Apprenticeship Process

## A Summary of the Apprenticeship Process

This outlines significant phases of the apprenticeship journey, starting with the initial assessment through to completion of the programme. The delivery of the scheme requires collaboration among three essential stakeholders: the apprentice, the training provider and the employer, ensuring successful completion of the programme.



Assessing the capabilities of the apprentices to identify evidence of prior learning and experience to ensure they are being offered the most relevant apprenticeship programme. The results will allow the delivery team to tailor the programme to meet the needs of the apprentice.

This involves 3 hour monthly training sessions (theory and practical training), residential courses, building the portfolio of evidence, gaining supervised work experience and creating a project report. This will last a minimum of 14-30 months. Apprentices will learn new skills through a variety of training.

At the end of the apprenticeship, the employer will carry out a final review to determine that the NDT Level 2 qualification has been completed and that the knowledge, skills and behaviour requirements stipulated in the standard have been met. If all the requirements have been met, the employer will arrange for the apprentice to attend the endpoint assessment.



If the apprentice does not achieve 70% in each module of the NDT method, he/she will not be allowed through the gateway to the end-point assessment and if retraining does not rectify the shortcomings, then the apprentice will fail the apprenticeship.



## Step Four



## End Point Assessment (EPA)

EPA is the independent assessment as stated in the apprenticeship standard assessment plan. We will appoint an End Point Assessment Organisation (EPAO) to conduct the assessment.

The assessment for each standard will include:

### Level 2 NDT Operator

1. Review of portfolio of evidence and achievements
2. Presentation of NDT project
3. Observational interview

### Level 3 NDT Engineering Technician:

1. Review of portfolio of evidence and achievements
2. Presentation of NDT project
3. Observational interview

More details on the assessment methods for each scheme can be found on the following pages.

## Step Five



## Completion

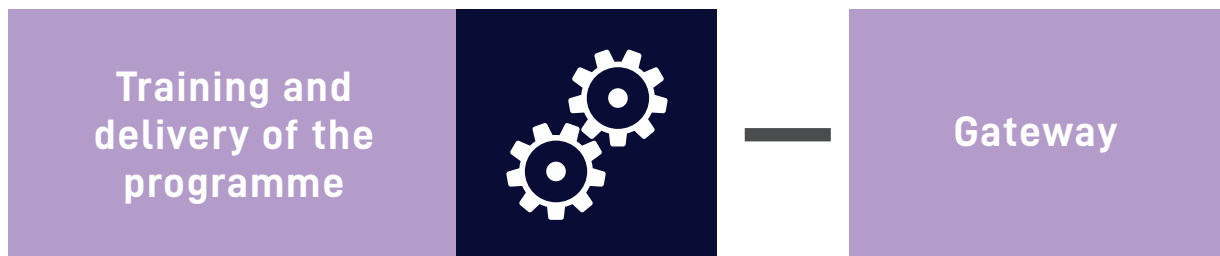
Upon successful completion of the EPA process and the apprenticeship, your apprentice will be awarded the relevant certification.

We will ask to maintain contact to monitor their ongoing journey in developing their career and offer further support and progression onto other programmes if required.



# Level 2 NDT Operator

The Level 2 NDT Operator apprenticeship is designed to develop the apprentice in inspecting components, materials, welds and other items within the manufacturing processes. The apprentice will be qualified to inspect an NDT inspection method, within manufacturing, in-service inspection or specialised applications such as NDT equipment development.



## Lead Provider Assessment

- Basic NDT awareness and principles.
- Product Technology.
- British Values, Diversity and Inclusion, Health & Safety, teamwork and communication.
- Knowledge and Skills for one NDT method.
- Specific supplementary and aligned knowledge associated with the NDT method.
- The training delivery adopts a hybrid approach with a mixture of face-to-face and remote delivery.

## Apprentices tasks to prepare for EPA

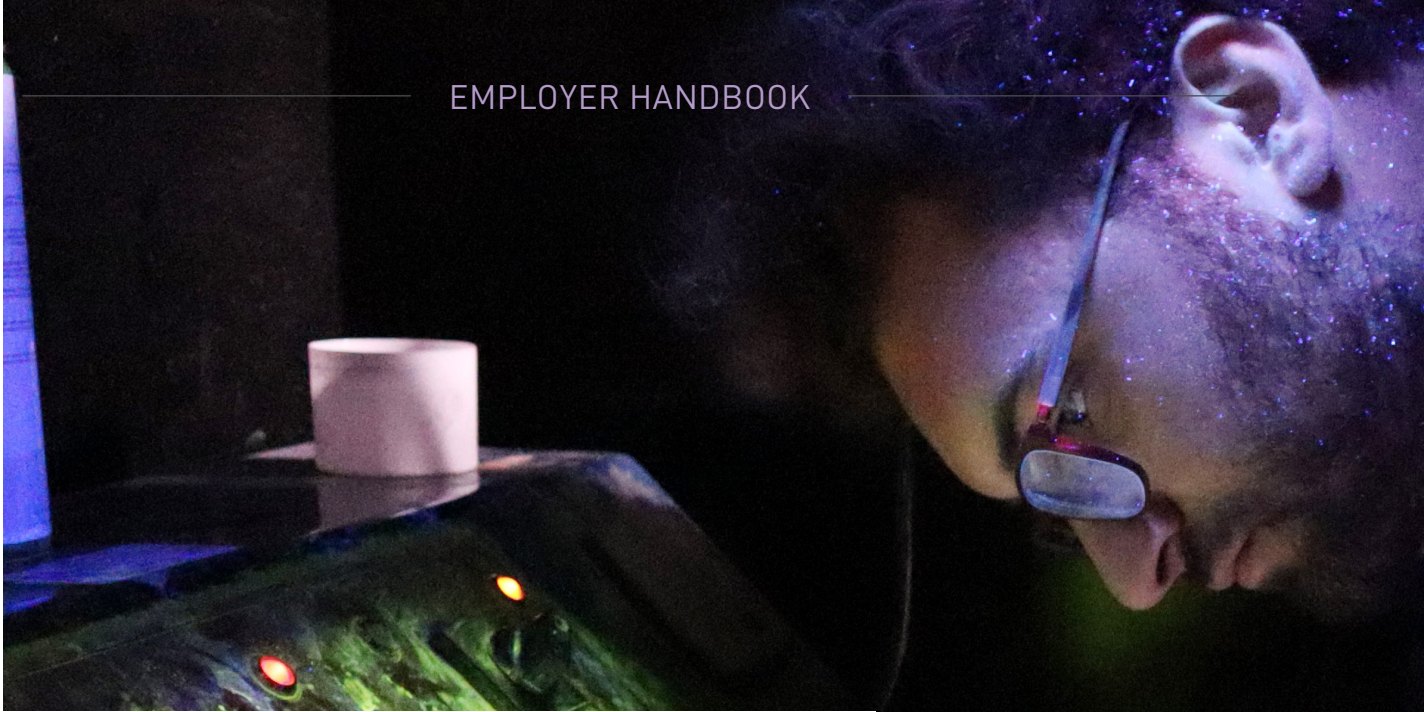
- Build the portfolio of evidence with witness statements, inspection reports, H&S courses, annotated photographs.
- Record 6 hours a week off-the-job training towards their apprenticeship.
- Record supervised work experience to gain certification.
- Write a 3000 project report.
- Revision for the chosen NDT method course including completing online training modules.

## Employer's Briefing and Review

- Codes of conduct, behaviours and company methodology.
- Employer to support the apprentice create and assign an NDT project.

## Manager's Final Review

- Determine that the NDT Level 2 qualification has been completed.
- Determine that the knowledge requirements stipulated in the standard have been met.
- Determine that the skill requirements stipulated in the standard have been met.
- Determine that the behaviour requirements stipulated in the standard have been met.
- Provide feedback on the apprenticeship scheme.
- Once the apprentice is in 'Gateway' the EPAO will be in touch with the apprentice to book the final assessment.



## End-Point Assessment

### Review of portfolio of Evidence and Achievements

A review of all evidence and achievements will be carried out, including mapping the outcomes to the requirements of the Apprenticeship Standard. This includes reviewing the 3000 word project report, course attendance, end-of-course test, examination results, log book of on-the-job training, CPD, awards, certificates and employer's reports and assessments. The review of the portfolio of evidence and achievements will be tested at the observational interview (professional discussion).

### Observational Interview (Professional Discussion)

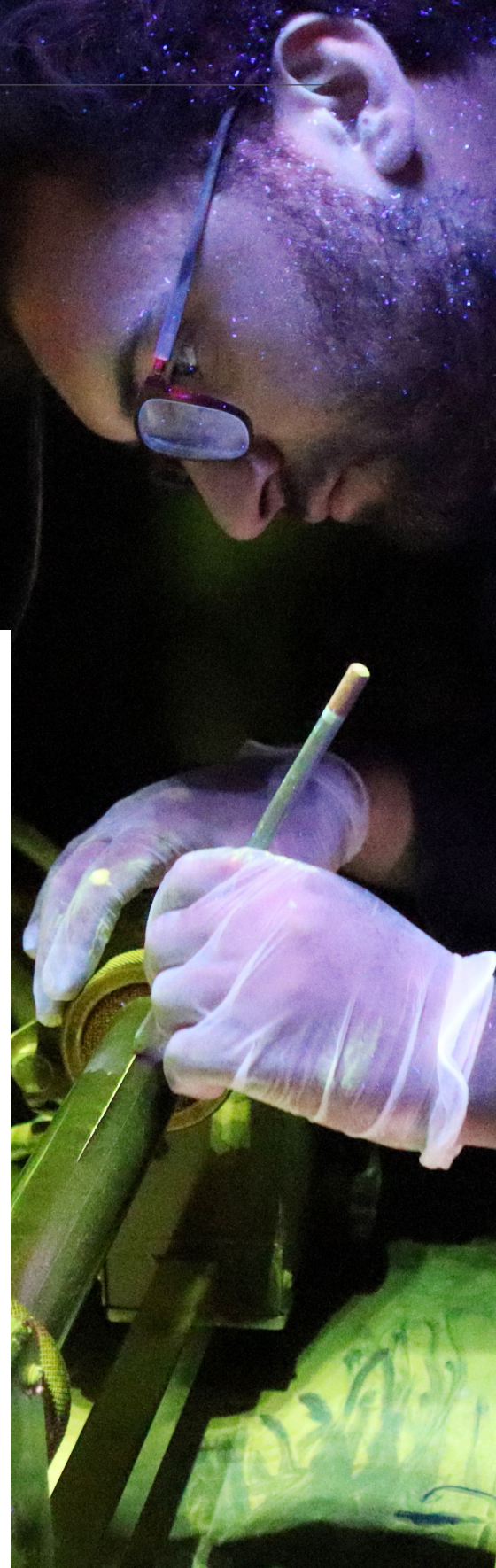
The observational interview will ensure that the apprentice has achieved all aspects of the apprenticeship standard. This will include all technical requirements, behaviours and health & safety. Challenging the evidence provided in the 'Review of Evidence and Achievements'.

The panel will comprise two Engineering Council registrants, trained as interviewers and knowledgeable in NDT and the apprenticeship process.

### Project Showcase - Presentation of NDT Project

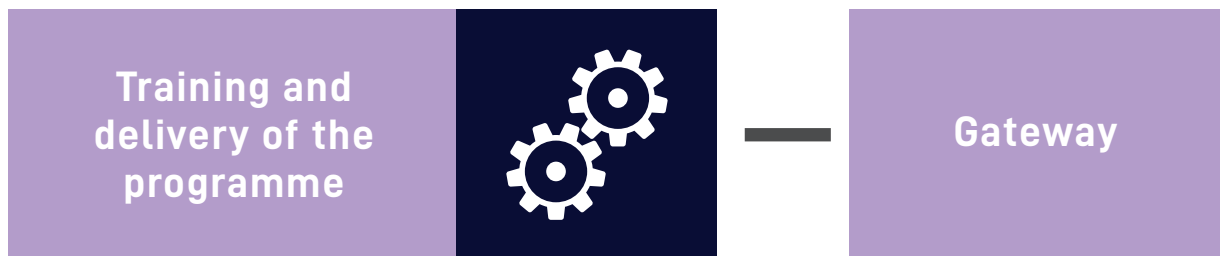
The apprentice will give a comprehensive presentation of the NDT project. The presentation will establish that the project, which has been designed to encompass as many requirements of the apprenticeship standard as possible, has been completed and that the requisite knowledge and skills have been achieved.

The duration of the Endpoint Assessment will last from 2 - 3 hours.



# Level 3 NDT Eng Tech

The Level 3 NDT Engineering Technician apprenticeship is designed to develop the apprentice in inspecting components, materials and welds to verify their integrity. The apprentice will develop supervisory responsibilities of NDT operators and other junior staff. The apprentice also gain qualifications to inspect three NDT inspection methods.



## Lead Provider Assessment

- Basic NDT awareness and principles.
- Product Technology.
- British Values, Diversity and Inclusion, Health & Safety, Teamwork, Leadership and Management.
- Knowledge and Skills for three NDT methods.
- Specific supplementary and aligned knowledge associated with the NDT method.
- The training delivery adopts a hybrid approach with a mixture of face-to-face and remote delivery.

## Apprentices tasks to prepare for EPA

- Build the portfolio of evidence with witness statements, inspection reports, H&S courses, annotated photographs.
- Record 6 hours a week off-the-job training towards their apprenticeship.
- Record supervised work experience to gain certification.
- Write a 5000 project report.
- Revision for the chosen NDT methods including completing online training modules.

## Employer's Briefing and Review

- Codes of conduct, behaviours and company methodology.
- Employer to support the apprentice create and assign an NDT project.

## Employer's Final Review

- Determine that the NDT Level 2 methods have been completed.
- Determine that the knowledge requirements stipulated in the standard have been met.
- Ensure that the skill requirements stipulated in the standard have been met.
- Determine that the behaviour requirements stipulated in the standard have been met.
- Provide feedback on the apprenticeship scheme.
- Once the apprentice is in 'Gateway' the EPAO will be in touch with the apprentice to book the final assessment.





### Review of portfolio of Evidence and Achievements

A review of all evidence and achievements will be carried out, including mapping the outcomes to the requirements of the Apprenticeship Standard. This includes reviewing the 5000 word project report, course attendance, end-of-course test, examination results, log book of on-the-job training, CPD, awards, certificates and employer's reports and assessments. The review of the portfolio of evidence and achievements will be tested at the observational interview (professional discussion).

### Observational Interview (Professional Discussion)

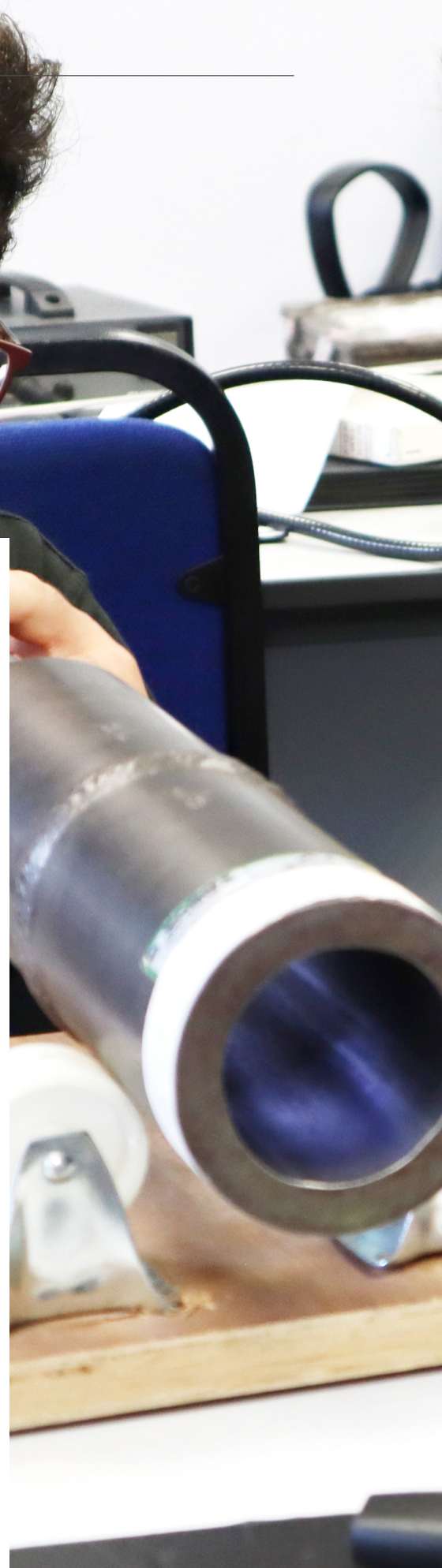
The observational interview will ensure that the apprentice has achieved all aspects of the apprenticeship standard. This will include all technical requirements, behaviours and health & safety. Challenging the evidence provided in the 'Review of Evidence and Achievements'.

The panel will comprise two Engineering Council registrants, trained as interviewers and knowledgeable in NDT and the apprenticeship process.

### Project Showcase - Presentation of NDT Project

The apprentice will give a comprehensive presentation of the NDT project. The presentation will establish that the project, which has been designed to encompass as many requirements of the apprenticeship standard as possible, has been completed and that the requisite knowledge and skills have been achieved.

The duration of the Endpoint Assessment will last from 2 - 3 hours.



# 'Off-The-Job' Training

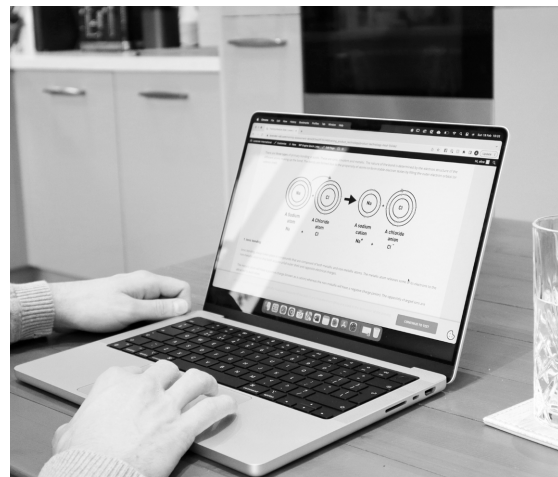
## ■ (OTJ)

Off-the-job training is a statutory requirement to achieve the knowledge, skills and behaviours of the standard referenced in the apprenticeship agreement. The OTJ is a requirement of the apprenticeship and ensures that the apprentice is given the opportunity they need to succeed. The apprentice cannot progress through to Gateway if they have not achieved their 20% off the job training.

### Things you CAN include in OTJ:

When the apprentice is enrolled, you have agreed to provide 6 hours per week off-the-job training. This allows the apprentice time to spend outside of their employed role to complete activities, assignments and actions set by their tutor to develop personal and technical skills.

This is **separate to the supervised work experience log**, where the apprentice is applying the techniques that they have learnt.



### Examples of OTJ training:

1. Learning new skills at work through shadowing other team members.
2. Writing assignments, completing projects or activities.
3. In-house training programmes.
4. Writing reflective journals including inspection reports.
5. Attendance at workshops, training days, meetings, industry visits, conferences,
6. Lavender International's online platform.
7. Training on new equipment or mentoring new starters.
8. Self-study that includes reading, watching videos or researching for your project

### Feedback to the Apprentice

The Manager should support the apprentice with the following activities to develop:

- Job Shadowing
- Mentoring
- Attending meetings
- Project work
- Professional networks
- Events and competitions
- Visits to wider departments and/or industry



# Reviews

Every apprentice will go through progress reviews at least every 8 weeks. The purpose of this review is to track progress, identify any areas where they may be struggling and provide support and guidance. This also includes putting any additional learning support plans in place if required.

**The Manager will be required to participate in every review.**

We value your input and reviews are an ideal opportunity to formally update the apprentice on their progress and put an action plan in place if needed.

Please try to provide feedback which highlights the areas they are performing well in and the areas they need to improve. This feedback process can have a significant effect on the success of developing the apprentice's skills.

# Maths & English

- if an apprentice has not already achieved GCSE grade 4-9 (A-C) or equivalent, we will work with them to achieve their Functional Skills at Level 2 in one or both subjects.
- We will carry out a diagnostic via our online learning tool BKSB, this will identify the level at which they are functioning and identify which areas need to be worked on. This will also determine what programme is most suited to the apprentices needs.
- The apprentice will then attend remote tutorials with our experienced Maths and English Tutor until they are ready to sit the exam.



When an apprentice has already achieved a GCSE grade 4-9 (A-C) or equivalent we will continue to support the improvement of their skills in these areas. The results from BKSB will identify the level at which they are functioning, it will also carry out a diagnostic that identifies whether there are any areas where they can improve. The designated tutor will then develop their English and Maths throughout the NDT technical training and provide further support development in this area.

# Online Tools



## PICS and Smart Assessor

PICS is our management system that supports us with the onboarding process to get all documents signed in order to enrol your apprentice onto the programme.

Smart Assessor is an electronic portfolio, which guides the apprentice through their programme. As a Manager, you will be given a login to Smart Assessor so that you can understand they are progressing. Smart Assessor allows apprentices to upload any evidence created for their Tutor to review and give feedback.



## BKSB

BKSB is a platform used to develop the apprentices English and Maths. All apprentices will conduct an initial assessment to assess their level in English and Maths before joining the programme.

This assessment helps us create a learning plan that will either take them through their functional skills exams or, if they already hold GCSE, it will help them to further develop and enhance their abilities.



## Email and Microsoft Teams

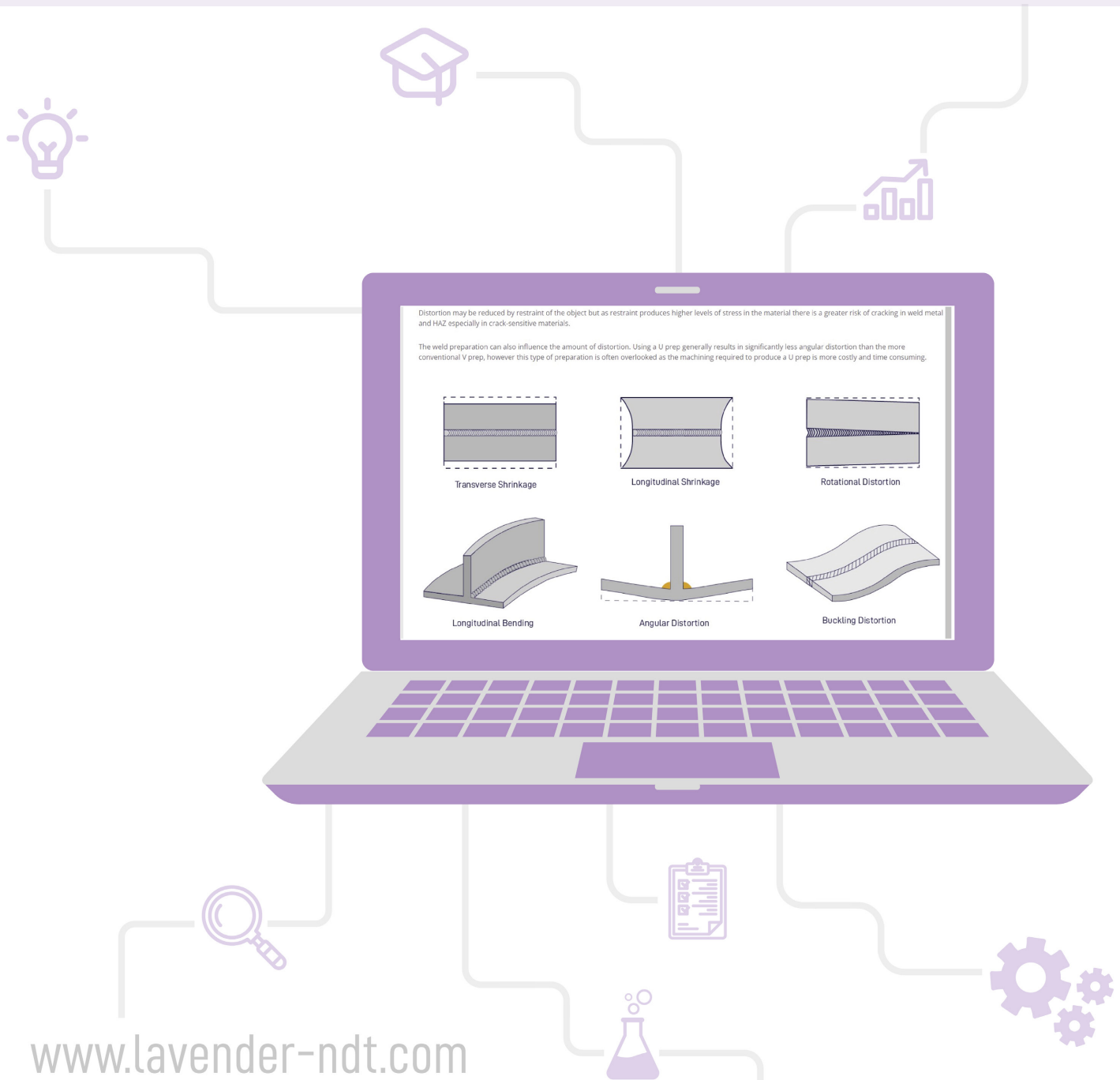
Visits will be scheduled by email with the apprentice and Manager and added to their calendar. Apprentices will be required to use Microsoft Teams to attend remote training sessions or progress reviews.



## Lavender International Online Platform

Our online learning resource incorporates course content with learning materials and information to help apprentices with their studies. This includes core modules of the course, containing theory training for the selected NDT methods. The online platform also has further training on British values, Maths and English, Health and Safety, safeguarding and diversity and inclusion.

The content has been designed to adapt to different learning styles incorporating, images, videos, graphics and end-of-module assessments. The apprentice must gain 70% pass rate to move onto the next module.



# Safety

As part of the apprenticeship, we focus on Safeguarding, Prevent, Diversity and Inclusion and British Values and embed throughout the apprentice's learning journey.



## DIVERSITY AND INCLUSION

Our goal is to ensure that all staff and apprentices are treated equally regardless of factors including age, disability, race, colour, nationality, religion or belief, gender, or sexual orientation, or any unjustifiable criteria. We are committed to fostering a positive and inclusive learning environment that embraces and respects diversity. It is imperative to us that all apprentices perceive this environment as safe and inclusive.

At Lavender International, we have established clear policies regarding respect, consideration, and codes of conduct for staff and apprentices, and work to ensure these aims are upheld throughout our organisation. Assistance is available throughout and when apprentices attend their residential courses during the scheme.

If you feel that your apprentice is the victim of discrimination, harassment or bullying, we would like to know about this so we can take appropriate action. Please contact our **Operations Manager on 01226 765769 or email: [madeleine@lavender-ndt.com](mailto:madeleine@lavender-ndt.com)**.



## E-SAFETY

Apprentices will utilise various digital tools such as sending emails, scheduling training sessions, conduct internet research, utilising our online platforms, Smart Assessor and BKSB. Throughout the programme, we will provide guidance to apprentices on how to maintain online safety and identify potential risks.



## BRITISH VALUES

We actively promote and reinforce British Values to all apprentices. The UK Government set out its definition of British Values in its 2011 Prevent Strategy. The four British Values are:

- Democracy.
- The rule of law.
- Individual liberty.
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

These values will be embedded throughout the duration of the apprenticeship to encourage the apprentice to develop a sense of social and moral responsibility and contribute positively to the wider community.



## PREVENT

The aim of the Prevent strategy, published by the government in 2011, aims to mitigate the threat of terrorism in the UK by deterring individuals from engaging in or supporting terrorist activities. We recognise that it is vital in preventing people from being drawn into terrorism, which includes not just violent extremism, but also non-violent extremism, which can create an atmosphere which terrorists exploit.

Lavender International's Prevent Strategy has 5 key objectives:

1. To ensure that apprentices and staff are aware of their roles and responsibilities in preventing extremism.
2. To promote and reinforce shared values and to listen and support the apprentice's voice.
3. Fostering unity amount diverse communities, including supporting inter-faith and inter-cultural dialogue and understanding and encouraging all apprentices to actively participate in broader societal engagement.
4. Creating an environment free from bullying, harassment and discrimination and where apprentices feel safe.
5. Providing support for apprentices who may be at risk by providing appropriate sources of advice and guidance.



## SAFEGUARDING

The term safeguarding is used to define actions taken to protect vulnerable groups from harm. We have a professional duty to provide children and vulnerable adults with appropriate safety and protection from abuse and/or neglect. Examples of abuse may include but are not limited to:

- Physical Abuse
- Emotional Abuse
- Financial Abuse
- Sexual Abuse
- Neglect
- Discrimination
- Self-neglect/harm
- Cyber Abuse

Lavender International is committed to providing a safe learning environment for all our apprentices in addition to promoting ethical behaviour, and providing children/ vulnerable adults with a sense of being valued. Should you have a safeguarding issue, please speak with your Tutor or our Designated Safeguarding Lead (DSL), Julie Goodfellow who can be contacted on: **07842432919** or email **julie.goodfellow@lavender-ndt.com**. All concerns will be dealt with sensitively.



## HEALTH AND SAFETY

All apprentices have the right to work and study within a healthy and safe environment. We will endeavour to ensure that all facilities used for training delivery or apprenticeship placements adhere to all health and safety regulations as outlined in the Health and Safety at Work Act (1974), by conducting an initial risk assessment followed by ongoing reviews of health and safety practices and procedures.

You must have policies and procedures in place for Health and Safety including relevant insurance. We encourage employers communicate to apprentices the importance of Health and Safety and outline the sanctions that might apply should the apprentice fail to follow your guidelines.



# Quality Assurance



Quality assurance plays a vital part in ensuring the effectiveness of the delivery of the Standard. Details of our Quality Assurance process are detailed here.

## Tutor

The tutor trains the apprentice on the technical NDT content as well as soft skills that can be utilised in the workplace. They guide the apprenticeship programme, whilst also carrying out progress reviews at key milestones in the apprentice's development. They are also responsible for signing off qualifications once completed and providing feedback on evidence submitted.

## Internal Quality Assurer (IQA)

The IQA is responsible for ensuring the Tutors and Functional Skills Tutor meet the required quality standard. The IQA may observe training sessions, reviews, and assess the portfolio of evidence to ensure the quality of teaching during the delivery.

They may phone you to ask about your experience and whether we are providing the appropriate support.

## Functional Skills Tutor

The Functional Skills Tutor is on hand to support the apprentice if they are required to work towards a Functional Skills qualification. They will stretch and challenge the apprentice in their English and maths knowledge and application offering additional training sessions and feedback so the apprentice is ready to take their examination(s).

## Ofsted Evaluation

Lavender International's training provision is evaluated by Ofsted.

When Ofsted conducts a visit they will require access to your place of work to carry out several activities, including apprentice and employer interviews and observations, to gain valuable feedback on the experience and impact the programme is having on the apprentice and their ability to carry out their job role and how that progression has impacted on your organisation.

# Have Your Say

Our aim is to ensure your time with Lavender International will be a positive experience, but we accept that sometimes you will have concerns. Below outlines the procedures for complaints and appeals processes should the need arise.

We want to involve employers in shaping, developing, and improving our apprenticeship programmes and delivery. Lavender International is committed to implementing a coherent strategy for engaging employers, with the objective to foster strong and long-lasting relationships. This entails active participation and feedback in our continuous improvement process.



## Complaints Procedure

Our complaints procedure can be found on our website [www.lavender-ndt.com](http://www.lavender-ndt.com). The complaints process will also be discussed at the induction with the apprentice and tutor.



### Employer Surveys

We will use our Management System, PICs, to send online surveys to measure employer satisfaction. We may also conduct telephone surveys to discuss satisfaction and encourage feedback. The results of surveys are evaluated and used to inform improvements in our apprenticeship provision.



### Focus groups

We will conduct yearly focus group meetings with employers on programme to discuss any improvements we can make to our apprenticeship provision.



### Employer Involvement

We involve the employer from the outset in developing the delivery and training plan. When any changes are planned that may affect the employer or the apprentice, we will ask for employers feedback before implementing those changes.



# Resources

## Useful links and contacts

### National Apprenticeship Service

[www.gov.uk/topic/further-education-skills](https://www.gov.uk/topic/further-education-skills)

### Education Skills Funding Agency (ESFA)

The agency accountable for funding education and skills for children, young people and adults. ESFA is an executive agency, sponsored by the Department for Education.

[www.gov.uk/government/organisations/education-and-skills-funding-agency](https://www.gov.uk/government/organisations/education-and-skills-funding-agency)

### Employer Guide for Apprenticeships

[www.gov.uk/government/publications/apprenticeships-guide-for-employers](https://www.gov.uk/government/publications/apprenticeships-guide-for-employers)

### Apprenticeships

[www.apprenticeships.org.uk](https://www.apprenticeships.org.uk)

### Health and Safety Executive (HSE)

[www.hse.gov.uk](https://www.hse.gov.uk)

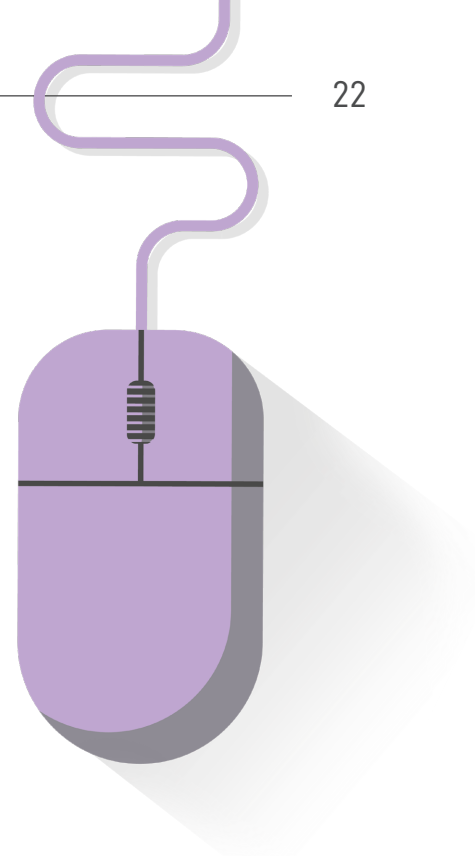
### Wages and Working Hours

<https://www.gov.uk/government/publications/the-national-minimum-wage-in-2023/the-national-minimum-wage-in-2023>

### Institute for Apprenticeships & Technical Education

The Institute for Apprenticeships and Technical Education is an executive non-departmental public body, sponsored by the Department for Education.

[www.instituteforapprenticeships.org/](https://www.instituteforapprenticeships.org/)







# LEARN THE LAVENDER WAY

UK Headquarters  
Unit 7, Penistone Station  
Sheffield  
South Yorkshire  
S36 6HP  
T: +44(0) 1226 765769  
E: [apprenticeships@lavender-ndt.com](mailto:apprenticeships@lavender-ndt.com)

Advanced Manufacturing Park  
Technology Centre, Brunel Way,  
Rotherham  
S60 5WG  
T: +44(0) 1226 765769  
E: [apprenticeships@lavender-ndt.com](mailto:apprenticeships@lavender-ndt.com)



**Lavender  
International**

