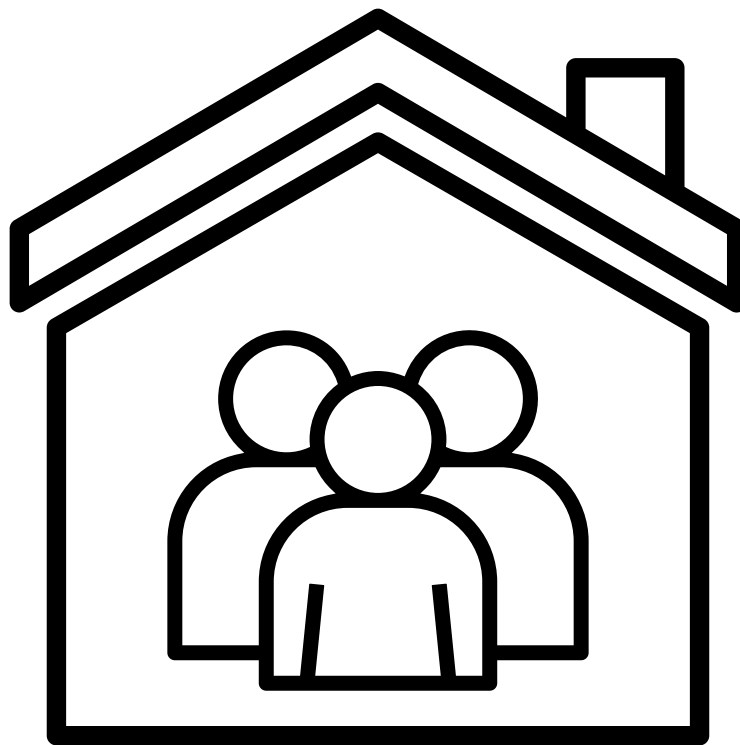


# Parents' and Carers' Pack

## Apprenticeship Information

Edition 19: June 2020



# Learning at Home

Carolyn Savage, Head of Apprentice Engagement

Dear Parents and Carers,

Whilst there is still some uncertainty around the world of work and the impact of the global pandemic, we understand that you want to continue to support your child in preparing for their future.

In this edition, we aim to answer some of the questions that you may have about supporting your child in finding employment in the current climate, as well as key points you need to know about routes into work, such as traineeships.

We have interviewed 3 apprentices this month. Josh and Kim started their apprenticeship during lockdown and we find out how they have adapted to starting their employment under unusual circumstances. We also discover how lockdown affected Lia, as she continues with her apprenticeship from home.



We have included some ideas that you can use to support your child in staying focused and positive and what they can be doing to help them to prepare for their future. We hope that you find this edition useful.

Carolyn Savage  
Head of Apprentice Engagement  
Education and Skills Funding Agency part of DfE

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# Key questions during Covid-19

What parents and carers want to know

## Are there any apprenticeship jobs at the moment?

Yes, the good news is that we are still seeing some vacancies for apprenticeships being advertised across England, however there are less than we would normally be enjoying at this point in the year.

## Where should I be looking for vacancies?

A great place to start is the government's Find an apprenticeship website which currently lists more than 5,000 different apprenticeship vacancies:

<https://www.gov.uk/apply-apprenticeship>

It is also a good idea to check employer websites and jobs boards. In some areas of England, the Local Authority and Local Enterprise Partnership (LEP) will also have set up a website where you can find out about local vacancies. See page 5 for more information.

## Have most apprentices been furloughed at the moment?

We know that some apprentices have been furloughed, however many are continuing in their job role full time. Many apprentices are also involved in critical job roles, supporting sectors such as health, agriculture, distribution and other public services.

## If an apprentice is furloughed, can they still complete their apprenticeship?

Yes, the government has confirmed that apprentices can still continue with their training, even if they have been furloughed which means that many apprentices are using this time wisely to complete their studies and progress their apprenticeship.

## What happens if an apprentice is made redundant?

We hope that the vast majority of apprentices will remain employed with their employer. However, if an apprentice is made redundant then there are various measures that the government has put in place to support them.



For example, any apprentice made redundant will be supported to find alternative employment within 12 weeks. More details can be found on GOV.UK: [www.gov.uk/government/publications/coronavirus-covid-19-apprenticeship-programme-response/](https://www.gov.uk/government/publications/coronavirus-covid-19-apprenticeship-programme-response/)

## Can anyone help me with careers advice at the moment?

Yes, the National Careers Service is working hard to support all individuals who may need support. There are different ways you can contact them. Check out the website <https://nationalcareers.service.gov.uk>

# If at first you don't succeed, try, try again

## Helping your child to stay resilient

Apprenticeships are real jobs and therefore individuals will need to participate in a competitive application, recruitment and selection process. For some employers this could be a fairly short process of an application and interview, but for other positions this could mean months of working through multiple application stages and activities. It is likely that your child will need to apply for a few vacancies before they are successful in securing the perfect apprenticeship for them.

Below are a few recommendations of how you can help to keep them on track to securing an apprenticeship that they will be happy in.



### 1. REMAIN POSITIVE

Positivity is key when searching for an apprenticeship, especially after facing setbacks. Reassure your child that these are competitive places and in no way have they failed by not getting the first apprenticeship that they apply for. Try to encourage them to reflect on what went well and anything they might change for future applications.



### 2. STAY ENGAGED

After facing rejection, it can be difficult to remain enthusiastic and excited about opportunities. Help your child to stay engaged with the application process by searching for vacancies with them. You can receive alerts for new vacancies by registering on Find an apprenticeship:

<https://www.gov.uk/apply-apprenticeship>



### 3. SEEK ASSISTANCE WITH THE APPLICATION PROCESS

A second pair of eyes is always helpful when checking through an application. This can be a useful way of spotting any grammatical or spelling errors, as well as making sure your child has answered the questions appropriately. A teacher or careers leader at your child's school or college is a good place to get some constructive feedback on an application.



### 4. PRACTICE MAKES PERFECT

If there is an element of the application and recruitment process that your child is anxious about, try and take some time to practice this with them. For example, you could ask them mock interview questions or help them to practice a presentation. If they don't want to be interviewed by you, perhaps ask a family friend.



### 5. CHECK OUT VACANCY SNAPSHOT

Vacancy Snapshot features virtual profiles for some of the UK's top employers. They have listed top tips for their application processes and give a unique insight into what they are looking for. Even if your child is applying to a smaller employer, these profiles may give your child some inspiration on how to approach the application process and which of their personal qualities they may wish to focus on in their written applications.

<https://amazingapprenticeships.com/vacancies>

# How to search for an apprenticeship in the current climate

## Supporting your child to find an apprenticeship

At this time of uncertainty due to the Coronavirus pandemic, we appreciate that you and your child might be unsure of how, or where, is best to be looking for apprenticeship opportunities.

Whilst the jobs market is constantly changing and there are fewer opportunities available than usual, there are a few key ways that you can help your child to remain positive, active and informed in their job search.

# 1

### TEMPORARY OR CONTRACT WORK

Many individuals are taking up temporary roles to help in sectors that have been particularly affected by the pandemic, such as supermarkets or transport. Whilst contributing to the community and economy, these roles could also lead to a full-time position when things begin to return to normal, including apprenticeship roles. Temporary or contract roles also provide the opportunity to learn new skills and improve employability, which will help to build up your CV and experience ahead of any future applications and interviews.

# 2

### JOBS WEBSITES – GENERAL, SECTOR & RECRUITMENT

Try to look through as many jobs websites as possible so that you don't miss out on opportunities. From general jobs websites to sector specific sites, particularly in areas of high demand at the moment. For example, the NHS have their own national and regional websites to advertise their vacancies. Set up alerts and reminders across all of these platforms so that you are aware of new opportunities coming in. You can often sign up to newsletters and you may also be able to 'save searches' so that you get a text message or email when new jobs are added.

# 3

### COMPANY WEBSITES

There are employers who are continuing and still plan to recruit for their apprenticeship schemes over the coming months. Some have even employed apprentices during the lockdown period. Research company websites that may be of interest in and make a note of what they are saying about their recruitment and the impact of Covid-19. For example, some employers have given dates when they expect recruitment activities to resume, others have live vacancies now. As with the jobs website, you can sometimes register an account with the employer or sign up to their newsletter. They will usually have direct links from their site through to their social media accounts such as Instagram, Twitter and Facebook.

# 4

### SOCIAL MEDIA

Use social media to follow the careers pages of companies and hashtags for sectors that are of interest. For example, #JobsInHealth You can use the main sites such as Facebook, Twitter and Instagram. But you may also find sites such as Tik Tok also advertising about apprenticeship opportunities. In some towns and counties, there are dedicated accounts and groups which advertise local vacancies. These could be through local people volunteering this information, or could be through Local Authorities or other local bodies who are trying to support their community.

# 5

### FRIENDS OR FAMILY

Quite often, people hear about jobs through a family member or friend and in times like these where everyone is coming together, we are certain there will be a lot of people wanting to support your child, be it neighbours, friends or acquaintances. Be sure to tell everyone that you can think of if your child is looking for a job and you never know what might come through!

# Using downtime to get ahead

## Helping your child recognise their skills and strengths

Before your child starts to complete an application form, help them to reflect on what they might want for their future and to start to get their apprenticeship application ready. Many employers will ask candidates to provide examples of times when they have demonstrated a particular skill or quality.

Help your child to work through the list below and think about the examples that they could use.

Skills and qualities the employer might be looking for	What would you use as an example?
Communication skills	
IT skills	
Attention to detail	
Organisation skills	
Customer care skills	
Problem solving skills	
Presentation skills	
Administrative skills	
Number skills	
Analytical skills	
Being logical	
Team working	
Being creative	
Using initiative	
Non-judgemental	
Patience	

# What is a Traineeship?

Key points you need to know about traineeships

## What is a traineeship?

A traineeship is a fully-funded education and training programme that supports young people aged 16-24 in learning new skills and gaining work experience that will help them to become 'work ready', with the aim of assisting them in progressing onto either further learning, an apprenticeship or employment.

## How does it work?

There are 3 core elements of the traineeship:

- High-quality work placement
- Work preparation training
- English and maths training

The training provider and the employer work together to tailor a positive and beneficial programme based on your child's needs.

The training provider will usually arrange a high-quality work placement of 100+ hours with an employer, whilst providing additional work preparation training to prepare them for employment.

Alongside this, they will continue with gaining their English and maths qualifications, if required. The programme can last anywhere between 6 weeks and 6 months.

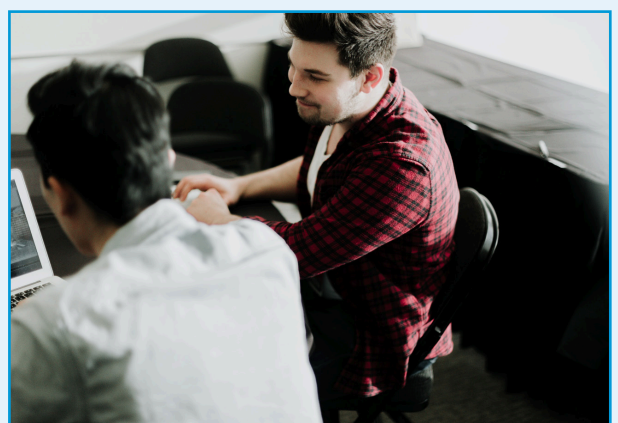
## Covid-19 impact

With the current situation of the pandemic however, the Government has introduced flexibilities to Traineeships to allow for learners to continue in their training where possible. This includes an increase in the duration of the programme to 12 months and a decrease in the number of work experience hours from 100 to 70 for those who are near completion.

## Who are traineeships for?

Traineeships can be suitable for:

- Individuals aged 16 – 24 years old (or up to 25 years old if they have an Education, Health and Care Plan (EHCP))
- Individuals who are looking for employment, but may have had little or no work experience
- Individuals who are qualified below Level 3 (A-Levels or equivalent), but would like to progress to this level



# What is a Traineeship?

Key points you need to know about traineeships

## Benefits of doing a traineeship

- Flexible delivery based on the individual's needs
- Building confidence and self-esteem
- Work experience in a supportive environment
- Help with building CV
- Interview with the company (if a vacancy is available), or an exit interview with meaningful, written feedback provided to prepare the learner for future recruitment

## Where to find a traineeship:

Traineeships can start at any time during the year, so it is important that together you and your child know where to spot the best opportunities for them.

There are a few options for finding a traineeship:

- Asking a local college or training provider if they have opportunities
- For a list of organisations providing traineeships, visit: <https://www.gov.uk/government/publications/traineeshipproviders>
- Some vacancies are advertised on: [www.gov.uk/find-traineeship](http://www.gov.uk/find-traineeship)
- If your child is between 16-18, they can get in touch with their school or college careers adviser for personalised advice



## More information

For more information on traineeships, visit:

<https://www.gov.uk/guidance/traineeship-information-for-trainees>

Call 08000 150 400 for more information on traineeships

Get career advice from the National Careers Service on 0800 100 900



# Apprentice perspective: Life as an apprentice in lockdown

Meet Lia, Digital and Technology solutions apprentice at Siemens PLC

## What is your job at Siemens?

My role is a Digital and Technology solutions apprentice. I was working on the Customer Satisfaction project, but it has now been put on hold due to the coronavirus. I am working on the cyber security team helping move all of our applications to the cloud. I am also working on the waste management project.

## How has the lockdown affected you?

When the lockdown was announced, I felt shocked it had come to this and disappointed knowing I wouldn't be able to come back into the office for a long time.

I am now working from home and decided to move back in with my parents, as I didn't want to be in lockdown alone because my flatmates in my shared house in Nottingham had all moved out.

Many projects have been put on hold at work. For example, we were planning a diversity and inclusion day in the office where people were going to bring in food and have stalls and presentations. Siemens' World Earth Day, which was planned for the 22nd of April, was also going to be an event in the office and a mass volunteering day. Instead, we adapted and had a virtual Earth Day by giving presentations in a large conference and sending out leaflets, quizzes and ideas on how to be more environmentally friendly at home.

Since the lockdown, I have actually been busier than before, coming up with many activities to keep people entertained like quizzes, a baking competition and pet sharing.

**"I am now working from home and decided to move back in with my parents, as I didn't want to be in lockdown alone because my flatmates in my shared house in Nottingham had all moved out."**

Siemens' Nottingham office has also set a challenge for us to all virtually walk to Land's End, so people who signed up have agreed to do 20 miles a week. I signed myself up to do this as it motivates me to get out of the house, but I have worn out one pair of boots!



## How are you staying in touch with others?

My work colleagues and I have many catch ups; one to ones and group catch ups. We also have a group where someone randomly selects smaller groups of 4 so we end up talking to people we wouldn't usually speak to.

My managers have regular check-ups with everyone and have a group on social media for everyone to share something fun.

I also have face time calls with my friends and online pub quizzes.

## What have you been doing while you are not working?

In my free time, I have been baking, gaming and walking. I have also been doing a large amount of training for cybersecurity, but my project management training has been cancelled due to the coronavirus.

# Capgemini: Being a Stonewall Top 100 Employer

Josh, an apprentice at Capgemini, explains what the company can offer their LGBT+ employees



## What makes Capgemini a Stonewall Top 100 LGBT-inclusive employer?

Capgemini's diversity and inclusion strategy, Active Inclusion, has played a fundamental role in creating an environment where everyone feels valued, included and

empowered. Employees are encouraged to be open and themselves, without fear of judgement.

## What does 'Active Inclusion' mean in practice?

In practice, this has meant that, as an LGBT+ employee, I've been made to feel welcome and comfortable from the day I joined, and my colleagues are approachable and supportive.

Capgemini has received numerous awards that are a testament to our dedication towards equality. For instance, Stonewall has recognised Capgemini in their Top 100 Employers list for workplace equality in 2018, 2019 and 2020.



## How do you support LGBT+ employees?

There are several employee networks within Capgemini. The OUTfront network for LGBT+ employees and straight allies, of which I've been a member since I joined, was established just over 11 years ago to foster a supportive and safe environment at work and beyond.

With support from the OUTfront network, I organised an event that aimed to break down stereotypes about the technology industry and assure LGBT+ students interested in a tech career that they will be supported and empowered in the workplace.

## If an LGBT young person secured an apprenticeship with you, what support could they expect?

As a young, LGBT+ person myself, I was unsure of what to expect when I joined. However, I quickly learnt that there is a lot of support in place for whatever worry or issue you may have, big or small.

The OUTfront network offers support in many different forms, whether that would be through individual, one-on-one conversations with network members, the co-ordination of initiatives including awareness and role model training courses, and ally support to empower team members.

At Capgemini, you are not treated differently or singled out because of how you identify. You are celebrated for being yourself, and that is something that I really love.

## How do you celebrate diversity in your workforce?

At Capgemini, you are not treated differently or singled out because of how you identify. You are celebrated for being yourself, and that is something that I really love. Diversity is also celebrated by educating others about LGBT+ topics.

# Capgemini: Being a Stonewall Top 100 Employer

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This ensures that there is a company-wide awareness about being LGBT+, so that your colleagues will be understanding and supportive of you. To build upon this, as part of the Active Inclusion strategy, there is plenty of material available on all things LGBT+.

Diversity is also celebrated through the events that Capgemini hosts and attends. For instance, Capgemini has had representatives who have marched as part of the London Pride parade for the previous 2 years with InterTech (a wider LGBT+ network for individuals in the technology industry). As well as this, in the past OUTfront has hosted film nights showing LGBT+ films.

There is such a vast support network at Capgemini and so many individuals who you can speak to in confidence, if you needed to. There is always someone or somewhere you can go to. I would also say that getting involved is important – especially with OUTfront. After joining, attending different events when you can, and building your network is really useful and can help you expand your support system.

The technology industry can be scary but know that if you are joining Capgemini as an LGBT+ person, you will be whole-heartedly supported throughout your entire journey.



## Find out more

You can check out Capgemini's profile on Vacancy Snapshot for information on their apprenticeship programmes, when they are recruiting, tips for applying and much more.

Visit: [www.amazingapprenticeships.com/vacancies/employer/capgemini/](http://www.amazingapprenticeships.com/vacancies/employer/capgemini/)

## If an LGBT young person was considering an apprenticeship with Capgemini, but was feeling nervous, what would your advice to them be?

As someone previously in the exact same position, I can understand and sympathise with feelings of nervousness and apprehension before joining Capgemini. My main recommendation would be to speak out if you are having any difficulties or issues.

There is such a vast support network at Capgemini and so many individuals who you can speak to in confidence. There is always someone or somewhere you can go to.

# Starting an apprenticeship during lockdown

Josh and Kim, new apprentices at Youth Employment UK, share their stories



**First up we meet Josh, who is working for Youth Employment UK as an apprentice Policy and Research Coordinator.**

## What apprenticeship are you doing?

I am an apprentice Policy and Research Coordinator for Youth Employment UK.

## What does your role involve?

My role can be summarised as 'ensuring we continue to be seen as the expert organisation regarding youth unemployment'. Our team really is second to none and works relentlessly to produce and conduct research that is both informed by young people and in the interests of young people, feeding into our expertise surrounding youth unemployment.

## When did you start your apprenticeship?

I was interviewed for the role pre-lockdown and then accepted the job post-lockdown, which I then began on 20th April 2020.

## How did you find your apprenticeship?

I found my apprenticeship advertised on a job app after months of searching for the right role, so when this one came up, I knew straight away that I needed to throw everything into it.

## What made you choose an apprenticeship with Youth Employment UK?

I knew I needed to further focus my qualifications, skills and training for the role I wanted to be in, but I hadn't considered an apprenticeship. Looking on Youth Employment UK's website gave me a great indication that they would be supportive towards my development and goals, not just the role I had applied for. I knew the role would include training, but everything was youth-centric and that made it clear that they were committed to young people like me, and their future.

## How did you feel starting your apprenticeship during a global pandemic?

It was confirmed to me early on that despite what measures may be put in place, that the role would still be filled and that working from home was possible. The usual new job nerves were there but overall, I was ecstatic to be finally starting my career, and one that was really going to have a positive impact on lives all around the UK.

## What was your first day like?

It was mostly very smiley video sessions pretty much all day! The induction process was explained and mapped out for the first 2 weeks, alongside the role expectations and a couple of training sessions. I felt at home straight away, which is testament to how lovely and supportive LJ (CEO) and Lauren (Operations Director and my Line Manager) were.

## Have there been any challenges in starting your role during this time?

I have two children under four, so it was a little crazy at first, particularly with them thinking they'd got me all to themselves! I think perhaps the world of policy is a little more active than it would've been if coronavirus didn't ruin everyone's summer, but I much prefer to be in the deep end anyway.

# Starting an apprenticeship during lockdown

Josh and Kim, new apprentices at Youth Employment UK, share their stories

## What have you enjoyed most about your apprenticeship so far?

The real family feel of the Youth Employment UK team, I'm blown away by the care and support. Youth Employment UK also co-founded the Covid-19 Youth Employment Group that now includes hundreds of organisations. I'm lucky enough to take part in most of the meetings and able to learn from many, many experts from such a diverse range of organisations with interests in youth employment.

## How does the 'study' part of your apprenticeship work?

LJ and Lauren have been so great in allowing me to study in a way that suits me and my family, so I split my studying across two mornings. It is mainly remote studying with lecturer contact via video call and email.

## Due to the social distancing measures, have you had the chance to meet your team yet?

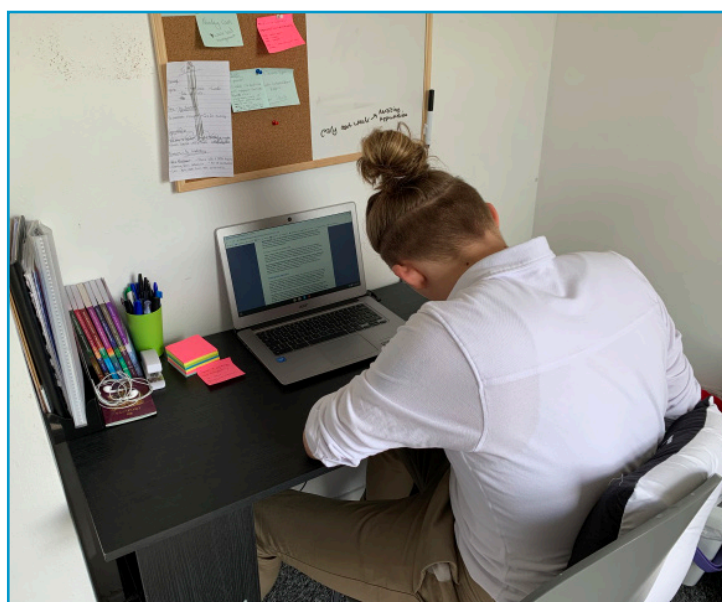
I had met some of my team in person at the interview pre-lockdown, but I have since met the rest online. We have team meetings every morning and afternoon, of which pets and children feature heavily, and everyone is so great.

## When you are allowed back into the office, what are you most looking forward to?

Wearing some of the clothes I bought before lockdown! But seriously, I can't wait for the team to get together for the first time in person and see how we all bounce off of each other.

## Do you have any advice for people looking for apprenticeships during this time?

I'm not just saying this because I work for them, but Youth Employment UK has an amazing Careers Hub full of advice and a covid-19 support page. Youth Employment UK are proof that it can be done, and done properly. But most of all, stay positive and be proactive. We are in uncertain times, so a little focus may be beneficial in more ways than one.



# Starting an apprenticeship during lockdown

Josh and Kim, new apprentices at Youth Employment UK, share their stories



**Next we meet Kim, who is working for Youth Employment UK as a Marketing Executive apprentice.**

## What apprenticeship are you doing?

I am studying a Level 4 apprenticeship in Marketing, which I started during lockdown in April 2020.

## What does your role involve?

As a Marketing Executive, my role involves making newsletters, posting on social media, creating content and much more!

## How did you find your apprenticeship?

I found my apprenticeship on the job's website 'Indeed' while looking for a new job. When I saw the apprenticeship, I wasn't sure whether to apply, as I was in a stable job after completing my first apprenticeship. I went onto Youth Employment UK's website and found out I could really relate to the work that they do and so decided to apply, as it was the next step towards my career in marketing.

## How did you feel starting your apprenticeship during a global pandemic?

It is tough, my whole family is home so my house is full, but I have started to get used to working from home.

It was strange having everything online and at times I found it difficult to concentrate because there was so much going on around me. At first, I was really nervous, but my team are great and made the process super easy!

## What was your first day like?

My first day was great! I had loads of support and training and really got to know the team I am working with!

## What have you enjoyed most about your apprenticeship so far?

I have enjoyed getting to start my own project with our social media platforms.

## Have there been any challenges in starting your role during this time?

Yes, my concentration. Working from home is difficult as there are many distractions, but I am now starting to get used to it.

## How does the study part of your apprenticeship work?

Each week I spend 6 hours studying for my apprenticeship, I receive work from my provider and Youth Employment UK. I have to set time aside for me to work on it. I also have a whole day of study with my provider, which happens once a month.

## Due to the social distancing measures, have you had the chance to meet your team yet?

I had my interview before lockdown so I met two members of my team, but I have not fully met the other apprentice apart from over video call.

## When you are allowed back into the office, what are you most looking forward to?

I am most looking forward to meeting my team properly and having a proper conversation while sat at my desk.

## Do you have any advice for people looking for apprenticeships during this time?

Just do it! Make sure you look for a company that is really interested in professional development!

# National Careers Service

Free advice and guidance on careers, jobs and learning

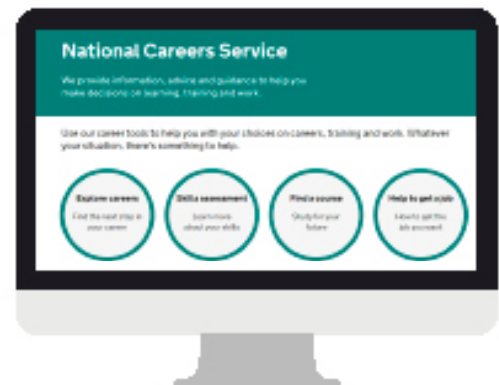


The National Careers Service offers free and impartial advice and guidance on careers, jobs and learning for anyone aged 13 and over. Open 7 days a week from 8am until 10pm over the phone, online and social media.

## Our Website

The National Careers Service website hosts a range of in-depth and up to date careers information. It also has a range of careers tools to help you explore and plan your future. These include:

- Explore careers
- Skills assessments
- Find a course
- Help to get a job



## Social Media

The National Careers Service is available on a range of social media channels. Every Wednesday 6pm-9pm we host a live Q&A on Facebook and Twitter simply search #AskNationalCareers. To keep up to date with the latest support on offer follow us.

-  @NationalCareersService
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## Contacting Us

Website: [nationalcareers.service.gov.uk/contact-us](https://nationalcareers.service.gov.uk/contact-us)

Call: 0800 100 900

Search online for - National Careers Service

