



CLEAR QUALITY



EMPLOYER HANDBOOK

TOGETHER, WE CAN GROW YOUR BUSINESS.



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ABOUT **CLEAR QUALITY**



Clear Quality Ltd specialise in providing comprehensive apprenticeship programmes, supporting businesses nationwide in developing skilled professionals. We focus on delivering high-quality apprenticeships in Quality Compliance, LEAN, Regulatory Compliance, GDPR, Governance, Management, and other critical areas such as Health and Safety, ensuring alignment with industry standards.

As an accredited training provider on the UK Register of Learner Providers (UKRLP) with the ESFA and an approved partner with NCFE, we offer nationally recognised training and certification designed to enhance your capabilities, contributing to the growth and productivity of your organisation.

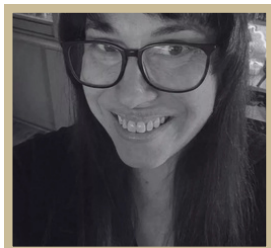
We also offer specialised Skills Bootcamps that provide in-depth, short-term training designed to effectively upskill your workforce. These bootcamps cover essential areas relevant to today's business challenges, ensuring that you stay ahead of industry demands.

Additionally, Clear Quality Ltd maintains its expertise as a BS EN ISO Consultancy and Certification body. We support businesses nationally with the creation, implementation, compliance, and certification of Quality Management Systems aligned to the requirements of the international standards (International Organisation for Standardisation) (ISO).

As professional ISO consultants we implement the relevant ISO system into your business and grant certification through our own accredited certification body. Furthermore, we work closely with various funding groups so our support can be fully or partially funded.

Clear Quality Ltd are the UK's only BS EN ISO Certification body who are an approved prime training provider with the Education and Skills Funding Agency (ESFA).

KEY CONTACTS



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WHAT ARE APPRENTICESHIPS?

WHAT ARE THEY?

Apprenticeships are work-based training programmes designed to help you nurture emerging talent within your business. They combine practical work with academic study, creating a programme that is truly focused on real-world application.

ELIGIBILITY

For your employee to be eligible for one of our apprenticeships, they must be 16 or over, on the **PAYE** scheme and have been residing in the UK for the past three years. As of February 11, 2025, the government has announced that functional skills in English and maths are no longer mandatory for apprentices aged 19 and over. This applies to both new and current learners. Learners over the age of 19 will be required to opt out.

VALUE

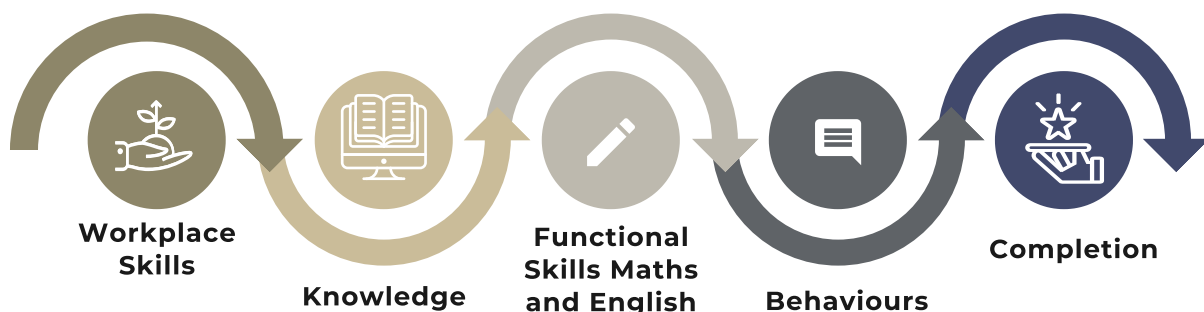
- Develop your team through work-based learning.
- Bring a fresh approach to quality management and processes within the department.
- Remove barriers to growth and gain a more productive workforce Increase staff retention.

MISCONCEPTIONS

A common **misconception** is that apprenticeships are only for manual, field-based roles or entry-level staff, typically fresh out of school or college. However, this is no longer the case. Apprenticeships are available to individuals of any age who are looking to upskill and develop further in their careers.

ADVANCED & HIGHER APPRENTICESHIPS

Level 3 apprenticeships are equivalent to two A-level passes. Learners can gain advanced skills and a qualification that can lead to higher-level apprenticeships. Level 4 apprenticeships are equivalent to a foundation degree or higher national certificate (HNC). Learners can achieve a higher education qualification while gaining valuable work experience, leading to higher-level apprenticeships and other career pathways. Level 5 apprenticeships are equivalent to a Foundation Degree, Higher National Diploma (HND), or the first year of a bachelor's degree. They are designed for those who want to gain practical work experience while studying for a higher education qualification.





THE APPRENTICESHIP LEVY

WHAT IS IT?

The Apprenticeship Levy is a UK Government initiative introduced in April 2017 to support the funding of new apprenticeships and enhance workforce skills. It aims to encourage employers to invest in staff training and development. The levy is collected monthly through the Pay As You Earn (PAYE) system, alongside income tax and National Insurance contributions.

HOW TO ACCESS LEVY?

A Digital Apprenticeship Service (DAS) account is an online tool provided by the UK government to support employers in managing their apprenticeship funds and training programmes. Even if your business does not pay the apprenticeship levy, you are still able to use a DAS account to access government co-investment funding for apprenticeships. As this is the only way to access funds.

LEVY OR NON-LEVY?

If you are uncertain about your organisation's status, setting up a DAS account will provide clarity, as the system calculates this based on your pay bill data. For larger organisations, it's advisable to consult with your HR or finance department, as they will likely have this information readily available.

NON-LEVY PAYING

These are businesses with an annual pay bill of under £3 million, which do not pay the apprenticeship levy. Instead, they benefit from the co-investment model, where the Government covers 95% of the apprenticeship training costs, leaving the employer to contribute the remaining 5%. Non-levy employers may also qualify for additional Government incentives when hiring apprentices.

LEVY PAYING

Businesses with an annual pay bill over £3 million must pay the Apprenticeship Levy, set at 0.5% of their total pay bill. However, all employers receive a £15,000 annual allowance, so the levy is only paid on the amount above £3 million. The funds collected through this levy are made available for the employer to invest in apprenticeship training and assessment. Should the levy funds be exhausted, levy-paying employers can also access co-investment funding to cover additional training costs.

For any general queries regarding training please email training@clearquality.co.uk and any of our team will get back to you.



UNDERSTANDING CO-INVESTMENT

WHAT IS IT?

Co-investment refers to the financial contributions made by both employers and the government to fund apprenticeship training. Under this funding model, the cost of training apprentices is shared between your business and the government, fostering a collaborative approach to developing a highly skilled workforce for the future.

FUNDING STRUCTURE

-Employers: Contribute a small percentage towards the training costs.

-Government: Covers the majority of the training costs.

THE BENEFITS

-Cost-Effective Training: Reduce the financial burden on your business while providing high-quality training for apprentices.

-Skilled Workforce: Build a skilled and competent team tailored to the specific needs of your organisation.

-Retention and Productivity: Investing in apprenticeships can improve employee retention and significantly boost productivity within your business.

CURRENT RATES

As an employer, you are usually required to contribute just 5% of the total training costs, with the Government funding the remaining 95%.

ELIGIBILITY

Non-levy-paying employers - defined as those with an annual pay bill of less than £3 million are required to contribute to apprenticeship training costs through a co-investment arrangement.

CONSIDERATIONS

-Fully Funded Apprenticeships: Employers who do not pay the Apprenticeship Levy may be eligible for 100% government funding for apprenticeship training and assessment (up to the funding band maximum) in the following cases:

- The apprentice is aged 16–21 at the start of training.
- The apprentice is aged 22–24 and has an Education, Health and Care (EHC) plan and/or has been in the care of their local authority.

-Incentive Payments: Employers may also be eligible for additional government incentives when hiring apprentices, depending on age and circumstances.

-Co-Investment: In all other cases, non-levy paying employers typically contribute 5% of training costs, with the government covering the remaining 95%.



OUR DELIVERY OF

APPRENTICESHIPS

INITIAL ASSESSMENTS

The process of identifying a learners' learning and support needs to determine their starting point for their apprenticeship. It is a mandatory requirement for all learners as part of enrolment. There are 2 Initial Assessments, 1 for Maths and another for English. There is also a subject Skill Scan to complete. All learners are also assessed for any Additional Learning Needs.

DELIVERY

All of our apprenticeships are delivered online via Microsoft Teams and on our bespoke learning platform. Learners participate in a monthly lecture, after which they are provided with guided learning materials, additional resources, and assignments. To support their success, every learner is paired with a dedicated trainer and mentor.

OFF-THE-JOB HOURS

Off-The-Job Hours (OTJ) refers to the training provided to apprentices during their normal working hours that focuses on developing new skills relevant to their apprenticeship. Apprentices are required to log a minimum of 24hrs each month, with 16 of those coming from their calls/ learning with us. If no learning is logged within a two-month period, a mandatory break in learning (BiL) is initiated. As an employer it is essential you support your apprentices with their OTJ hours. Please see page 12 for more information.

LEARNING PLATFORM

The learning platform we use is called EOS. Learners will receive guidance on how to navigate the platform during their launch call. If you encounter any issues with EOS, please contact training@clearquality.co.uk.

LECTURES

Each month, learners will take part in a four-hour online lecture with their cohort, delivered by their dedicated trainer. They will receive their timetable during the launch call and will be expected to schedule these lectures in their calendars. This ensures learners are well-prepared and engaged from the outset.

GUIDED LEARNING

Online learning includes specialised courses to equip apprentices with the knowledge and skills needed for their programme. As an employer, we recommend ensuring that apprentices allocate at least four hours per month to their guided learning, enabling them to fully benefit from their training.

For any general queries regarding training please email training@clearquality.co.uk and any of our team will get back to you.



OUR DELIVERY OF

APPRENTICESHIPS

ASSIGNMENTS

Each month, apprentices will be set tasks to complete and submit via the learning platform. To support them with their assignments, they will have access to a wide range of resources available through the platform's resource channel. Additionally, apprentices can contact their trainers and mentors at any time for further guidance and support.

PROGRESS REVIEWS

Progress Reviews are conducted every eight weeks between the learner and their mentor or trainer. Line managers are invited and strongly encouraged to attend these one-to-one sessions. These meetings provide an opportunity for mentors to support learners on their journey with us, while also monitoring their well-being and professional development.

GATEWAY

Period of time between an apprentice completing their training and commencing End Point Assessment (EPA). The apprentice is asked to showcase the knowledge, skills and behaviors learnt along the way.

WIDER LEARNING

This type of online learning offers valuable industry insights, a broader context, and the development of essential transferable skills such as communication, teamwork, and problem-solving. To maximise its benefits, we recommend that learners dedicate a minimum of four hours per month to this broader learning.

FUNCTIONAL SKILLS

If your employees do not hold GCSE or Level 2 equivalent certificates in Maths and English, we provide them with Functional Skills training. They have 42 days from their launch call to submit their certificates if they wish to be exempt from Functional Skills training.

END POINT ASSESSMENT

An end-point assessment is carried out at the conclusion of an apprenticeship. This mandatory assessment is essential for the apprentice to successfully complete their programme and obtain their apprenticeship certificate.

MENTORS

Apprentice mentors are a vital point of contact for the learners throughout their learning journey. Mentors carry out OTJ checks, progress reviews and general pastoral support work.

For any general queries regarding training please email training@clearquality.co.uk and any of our team will get back to you.



UNDERSTANDING

OFF-THE-JOB TRAINING

OFF-THE-JOB TRAINING

Off-the-Job (OTJ) Training is a statutory requirement. It refers to training which is received by the learner, during their normal working hours, aimed at helping for them to achieve the knowledge, skills, and behaviors outlined in the apprenticeship agreement. By normal working hours, we mean paid hours, excluding overtime.

HOW MANY ARE NEEDED?

The learner is already provided with 16 hours to log each month, which includes:

- 4 hours of Guided Learning
- 4 hours of lectures
- 4 hours for assignments
- 4 hours of wider learning

This then adds up to the required 24 hours per month for the apprenticeship. With the 16 hours provided through eLearning, lectures, assignments, and wider learning, the learner will only need to log an additional 8 OTJ hours to meet the total.

OFF-THE-JOB HOURS

To log their OTJ hours, they will use the learning platform, where they can record the time spent on relevant activities. These activities could include formal training, practical tasks related to their role, or time spent with a mentor or trainer. It's important to ensure that all logged hours are directly related to the apprenticeship and support development in line with the apprenticeship standards. If the learner does not log any learning within two months, a mandatory Break in Learning (BiL) will be implemented, so it's crucial to stay on track with OTJ hours.

MANDATORY

OTJ training is a mandatory part of the apprenticeship. If learners do not have the correct number of OTJ hours logged, they will not be able to enter the Gateway stage or complete the End Point Assessment. Regular checks will be conducted between the learner and their mentor. It is essential to keep the records up to date and ensure the learner meets the required hours for the apprenticeship to progress smoothly.

BUT WHAT SHALL I LOG?

Is it directly relevant to the apprenticeship standard or framework?

Is it teaching new knowledge, skills and behaviors?

When is the learning taking place within normal working hours? (paid hours excluding overtime).

If it's English or Maths, is it above level 2?





LEARNER ENROLMENT

1 LEARNING PLATFORM

Your employee(s) will receive an email from EOS inviting them to unlock their accounts. This email will include a step-by-step guide on how to complete the process.

2 ENROLMENT FORM

Once learners have unlocked and accessed their accounts, they will be required to complete an enrolment form. As part of this process, they will need to provide details about their current role and upload their CV, proof of identification, and, where applicable, their GCSE-equivalent Maths and English certificates.

3 SKILL SCAN

After completing the enrolment form, learners will be required to undertake a Skills Scan. To qualify for an apprenticeship, it must be demonstrated that their Knowledge, Skills, and Behaviors (KSBs) require significant development.

4 INITIAL ASSESSMENT

Learners will receive a login for Century, the platform we use to conduct initial assessments. It is essential for learners to complete these initial assessments prior to the launch call, as they are designed to support their progress throughout the programme.

5 SAFEGUARDING LECTURE

We kindly request that employers ensure their learners book and attend this mandatory lecture as part of their enrolment process. Learners will receive an email invitation to participate in our Wider Learning Lectures, including the mandatory Safeguarding lecture.

6 SIGNATURES

In preparation for the programme launch, learners will receive a Training Plan and Apprenticeship Agreement via their EOS inbox. These documents must be signed by the learners. Once they have completed the signing process and attended their launch call, their enrolment will be finalised.

STUDENT DISCOUNT CARDS

Whilst enrolled and completing an apprenticeship you are eligible for an NUS Apprentice Extra card which will entitle you to a range of fantastic discounts and other benefits. To order one you will need to visit - [APPRENTICE EXTRA IS NOW TOTUM APPRENTICE | TOTUM](#)



EMPLOYER ENROLMENT

1 LEARNING PLATFORM

As an employer you will also receive an email from EOS, inviting you to unlock the learner's account. This email will include a step-by-step guide on how to complete the process.

2 CONTRACT

You will receive an Employer Application Form via email to sign through PandaDoc. It is essential to complete and sign this form prior to the apprentice's start date.

3 FUNDING

You will receive step-by-step instructions on setting up funding for your apprentice via your DAS account (see below). The funding will be activated on the apprentice's start date.

4 INSURANCE

Please ensure you provide us with a copy of your current Employer's Liability Insurance certificate to keep on file for your apprentice.

5 SKILL SCAN

Learners will complete a Skill Scan, which will then be available in your EOS inbox for your review and approval. If the learner scores above a 3 and you agree with their competency in that area, we will tailor the course to better meet the specific needs of your apprentice.

6 SIGNATURES

Your apprentice will sign a Training Plan and Apprenticeship Agreement, and you will also be required to sign these documents. They will be sent to your EOS inbox after your apprentice has signed. Once both documents are signed and the apprentice has attended their launch call, their enrolment will be complete.



HELP

For any general queries regarding training please email training@clearquality.co.uk and any of our team will get back to you.

HOW TO: DAS ACCOUNT

1 LOG IN

Login to your DAS Account then click into "Your training providers".

2

ADD US

Click "Add a training provider" and add Clear Quality's UKPRN "**10083283**".

3 CONFIRM

Then click "yes, add CLEAR QUALITY LIMITED" and continue.

4

RETURN

Click the green "return to your training providers".

5 PERMISSIONS

Next to Clear Quality click the set permissions tab Click "**allow**" for both sections and continue and then confirm.

6

COMPLETE

Once this is complete, the admin team will be able to add your apprentices' details and you will only need to login to sign this off when they have completed the update.



VIDEO:

https://www.youtube.com/watch?v=G0B4_YaM52Q&list=PLXjcCX3hH9LWb4jrbO0OS2ZiNAEeVsd5V

This is how your learner will receive the funding from the Government for their apprenticeship, the above must be completed within the same month of the apprenticeship start date.

QUALITY PRACTITIONER LEVEL 4 APPRENTICESHIP



CONTENT

The Quality Practitioner Work-based learning covers:

- Formulating Quality Strategies.
- Managing customer satisfaction.
- Managing supplier performance.
- Deploying Quality Policies and Governance.
- Guiding and supporting others to improve quality competency and performance.
- Planning, Developing and Conducting Control.
- Plans and Audits.
- Solving Quality problems.
- Quality risk management.

SUITABLE FOR

This work-based learning programme provides an excellent pathway for supporting the management of ISO within your business. It is open to apprentices of all ages, and previous qualifications will not affect eligibility, provided the apprentice is in or moving into a quality-related role within your organisation.

This programme is suitable for a wide range of industries, including automotive, defense, food, engineering, manufacturing, aerospace, pharmaceutical, nuclear, retail, financial services, logistics, rail, the public sector, government organisations, and many more.

DURATION

COURSE DURATION: 14 MONTHS.

REGULATORY COMPLIANCE OFFICER LEVEL 4 APPRENTICESHIP



CONTENT

- Assessing a business against the law &/or relevant audit standards.
- Working with businesses & providing IAG on complying with relevant legislation.
- Collecting & analysing business data.
- Conducting risk assessments.
- Auditing & monitoring business compliance.
- Writing reports following inspections or audits.
- Liaising with regulators to resolve any issues of non-compliance.
- Managing relationships with regulators.
- Dealing with complaints .

SUITABLE FOR

This work-based learning is an excellent route into supporting the management of ISO within your business. This qualification is available to apprentices of any age. Previous qualifications will not affect your ability to apply for this Work-based learning as long as you are in or moving into a quality role within your organisation.

This work-based learning is available to a wide range of organisations including automotive, defense, food, engineering, manufacturing, aerospace, pharmaceutical, nuclear, retail, financial services, logistics services, rail, public sector, government organisations and many more.

DURATION

COURSE DURATION: 14 MONTHS.



APPRENTICESHIP



CONTENT

- Delivering SHE training.
- Development, management, implementation and monitoring of the Safety, Health and Environmental Management System.
- SHE policies and processes applying generic industry guidance.
- Workplace instructions and suppliers' or manufacturers' instructions.
- SHE inspections and monitoring systems.
- Monitoring, analysis of and reporting of SHE performance.
- Prepare and maintain SHE record

SUITABLE FOR

For individuals responsible for workplace safety and compliance. It suits new or existing employees in health and safety roles, including assistants, coordinators, supervisors, and team leaders. The apprenticeship is also ideal for those pursuing a career in health and safety across industries such as manufacturing, construction, logistics, and public services. Apprentices will gain skills in risk management, accident investigation, environmental policies, and health and safety regulations to help businesses maintain compliance and create safer working environments.

DURATION

COURSE DURATION: 13 MONTHS.

GOVERNANCE OFFICER LEVEL 4 APPRENTICESHIP



CONTENT

- The governance function in general.
- Structure and processes for decision making
Organisation's objectives.
- Risk management.
- Analysing data and presenting the outcomes.
- Operating principles and policies, processes, and procedures.
- Develop and produce structured governance documents.
- Develop and run governance meetings.
- Collation and distribution of committee papers.
- Quality management and auditing.

SUITABLE FOR

Governance officers work across all sectors and industries, supporting organisations in managing governance and compliance responsibilities. This apprenticeship is ideal for individuals responsible for maintaining legal and regulatory documents, filing returns with regulators, and advising on governance requirements. As a specialist role, it involves working closely with senior leadership to ensure the organisation meets its compliance obligations.

DURATION

COURSE DURATION: 14 MONTHS.



APPRENTICESHIP



CONTENT

- Development of policies and guidance.
- Disposal of data in compliance with legislation, regulation and good practice.
- Development and delivery of in-house training and awareness packages.
- Documenting records of processing activities.
- Analysing data and present the outcomes.
- Managing, coordinating and responding to information requests.
- Impact assessments.
- Investigating reported personal data breaches.
- Quality and risk management / Audits.

SUITABLE FOR

Data Protection and Information Governance (DP & IG) practitioners operate in a range of environments, including office settings, on-site locations, or remotely. They play a key role in supporting their organisation's compliance with data protection regulations, information governance best practices, and relevant laws. This qualification is open to apprentices of any age, and previous qualifications will not affect eligibility. As long as the apprentice is currently in or transitioning into an information management role within your organisation, they can apply for this work-based learning programme.

DURATION

COURSE DURATION: 16 MONTHS.

INTERNAL AUDIT PRACTITIONER LEVEL 4 APPRENTICESHIP



CONTENT

- Commercial Awareness.
- Corporate Governance.
- Risk Management.
- Organisational Business Processes.
- Risk and Control.
- Audit Methodology.
- Building Relationships.
- Communication & Collaboration.
- Data Analysis, Systems and IT skills.
- Time Management.
- IIA Certificate in Internal Audit Practitioner/ Audit and Business Risk.

SUITABLE FOR

This apprenticeship is for internal auditors working in the public, private or voluntary sectors. Internal auditors help organisations to accomplish their objectives by bringing systematic approach to managing risk, compliance and finance functions of the organisation. Internal auditors are the last line of defense for organisations to remain impartial and unbiased about the products and services they offer. This profession is overseen by the Chartered Institute of Internal Auditors (IIA) and delivered in partnership with them so the apprentice will gain 3 qualifications as part of this apprenticeship.

DURATION

COURSE DURATION: 14 MONTHS.