CLEAR QUALITY

Ofsted Good Provider

Employer Handbook

Your practical point of reference throughout the apprenticeship journey.



Table of Contents

Welcome Message 3

Who To Contact 4

Employer Enrolment 5

Understanding The Apprenticeship

- Enrolment & Initial Assessment 6
- The Learning 6
- Gateway & EPA 7

Apprenticeship Levy

- LEVY or NON-LEVY? 8
- LEVY Paying 8
- NON-LEVY Paying 8

Employer Information

- Progress Reviews 9
- Protected Time 9
- Breaks In Learning 9

DAS Account 10

Complaints 11

Our Wider Services 12

FAQs 13

Welcome to your employer handbook

This handbook has been created to support employers throughout the apprenticeship and provide a practical point of reference whenever information, guidance or clarification is needed.

Whether you are welcoming a new apprentice, supporting an existing employee through their programme or simply have a question along the way, this handbook will help you understand your responsibilities and the support available.

At Clear Quality, we believe apprenticeships should create meaningful impact for both learners and employers.

Our team is here to support the successful development, wellbeing and progression of every learner throughout their apprenticeship.

If you need any additional support, please contact our team at training@clearquality.co.uk

Best regards,
Clear Quality



Who To Contact

At Clear Quality, we want you to feel supported throughout every stage of the apprenticeship journey. If you have a question, our team is here to help:

Amy, Compliance Manager - for support with onboarding documentation, compliance queries, apprenticeship funding and learner enrolment.

Abi, EPA Coordinator, SEND and Inclusivity Officer - for support with end-point assessments, SEND requirements and inclusive learning support for apprentices.

Ed, Designated Safeguarding & Inclusion Lead - if you have concerns relating to safeguarding, learner wellbeing or Prevent, or if you need welfare support.

Sarah, Safeguarding Officer and MHFA - for support with safeguarding concerns, learner wellbeing, mental health and access to additional welfare support.









Employer Enrolment

01

Learning Platform

As an employer you will also receive an email from Bud, inviting you to register your account. This email will include a step-by-step guide on how to complete the process.

02

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.

03

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.

04

Insurance

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

05

Signatures

Your apprentice will sign a Training Plan and Apprenticeship Agreement, and you will also be required to sign these documents. You will receive an email notification with the link. Once all documents are signed and the apprentice has attended their launch call, their enrolment will be complete.



Understanding The Apprenticeship

Enrolment & Initial Assessment

Before the apprenticeship begins, learners will complete onboarding paperwork, eligibility checks and initial assessments. At this stage, employers are also required to approve apprenticeship funding through their Digital Apprenticeship Service (DAS) account (See Page 10), where applicable. This ensures the learner is eligible for the programme and that all compliance requirements have been completed before learning begins.

The Learning

Our apprenticeships are delivered through flexible, work-based learning, allowing learners to develop new knowledge, skills and behaviours while continuing in their role. Training is delivered remotely using Microsoft Teams, with monthly 5-hour tutor-led sessions. Learners then complete assignments to apply their learning within the workplace. Learners must also complete and log Off-the-Job training hours during their normal working hours. If no Off-the-Job hours are logged within a two-month period, a Break in Learning may be implemented.

Every 8-12 weeks, a progress review takes place between the learner, employer and tutor. Employers are expected to attend these reviews to discuss the learner's progress, workplace application and any support required. Learners will also complete wider learning topics, including Equality and Diversity, Prevent and British Values, Safeguarding, Employee Wellbeing and Managing Professional Development.

Apprenticeship Assessment

Apprenticeship assessment is an important part of the apprenticeship journey, ensuring learners have developed the knowledge, skills and behaviours required to successfully achieve their qualification.

Following recent government reforms, apprenticeship assessments are gradually moving away from a separate End-Point Assessment (EPA) period, with assessments increasingly taking place throughout the apprenticeship programme. As these changes are introduced, assessment methods and requirements will vary depending on the apprenticeship standard. Some learners will continue to follow the traditional EPA process, while others will be assessed throughout their programme.

Clear Quality will work closely with learners and employers to ensure they understand the assessment requirements for their specific apprenticeship. Each learner's Skills Tutor will provide guidance on the assessment methods, expectations and support available throughout their programme. Once all required assessments have been successfully completed and the apprenticeship requirements have been met, learners will be eligible for certification.



Apprenticeship Levy

Apprenticeship funding is managed through the Digital Apprenticeship Service (DAS). Employers use this account to approve apprenticeship funding, manage apprentice records and confirm Clear Quality as the training provider.

Is your organisation LEVY or NON-LEVY?

Your organisation is usually classed as levy-paying if it has an annual pay bill of over £3 million. Levy-paying employers pay the Apprenticeship Levy at 0.5% of their annual pay bill and can use funds in their DAS account to pay for apprenticeship training and assessment. If your organisation has an annual pay bill of under £3 million, you are usually classed as non-levy paying. Non-levy employers can still access apprenticeship funding, with the employer normally contributing 5% of the training and assessment cost and the government funding the remaining 95%, up to the funding band maximum.

LEVY paying

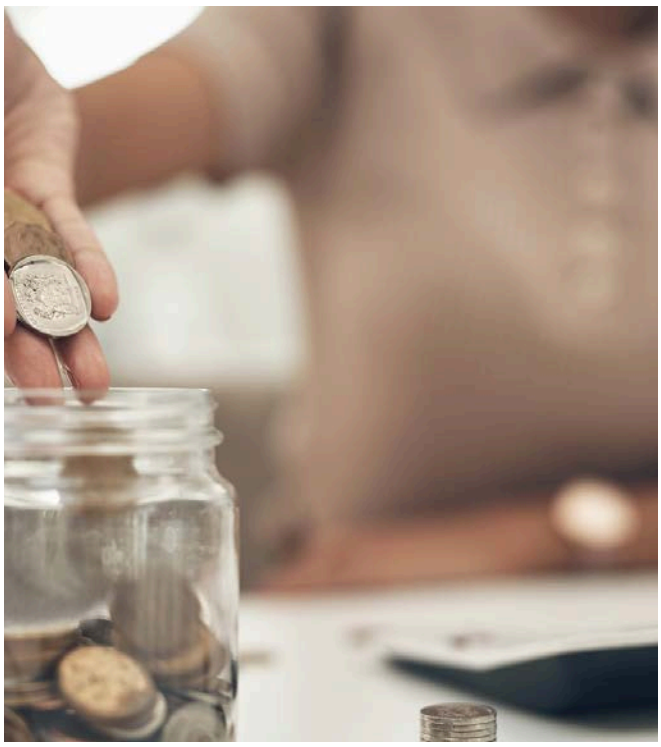
Levy-paying employers must approve apprenticeship details through their DAS account before the learner starts. This confirms the learner's programme, start date, funding and training provider.

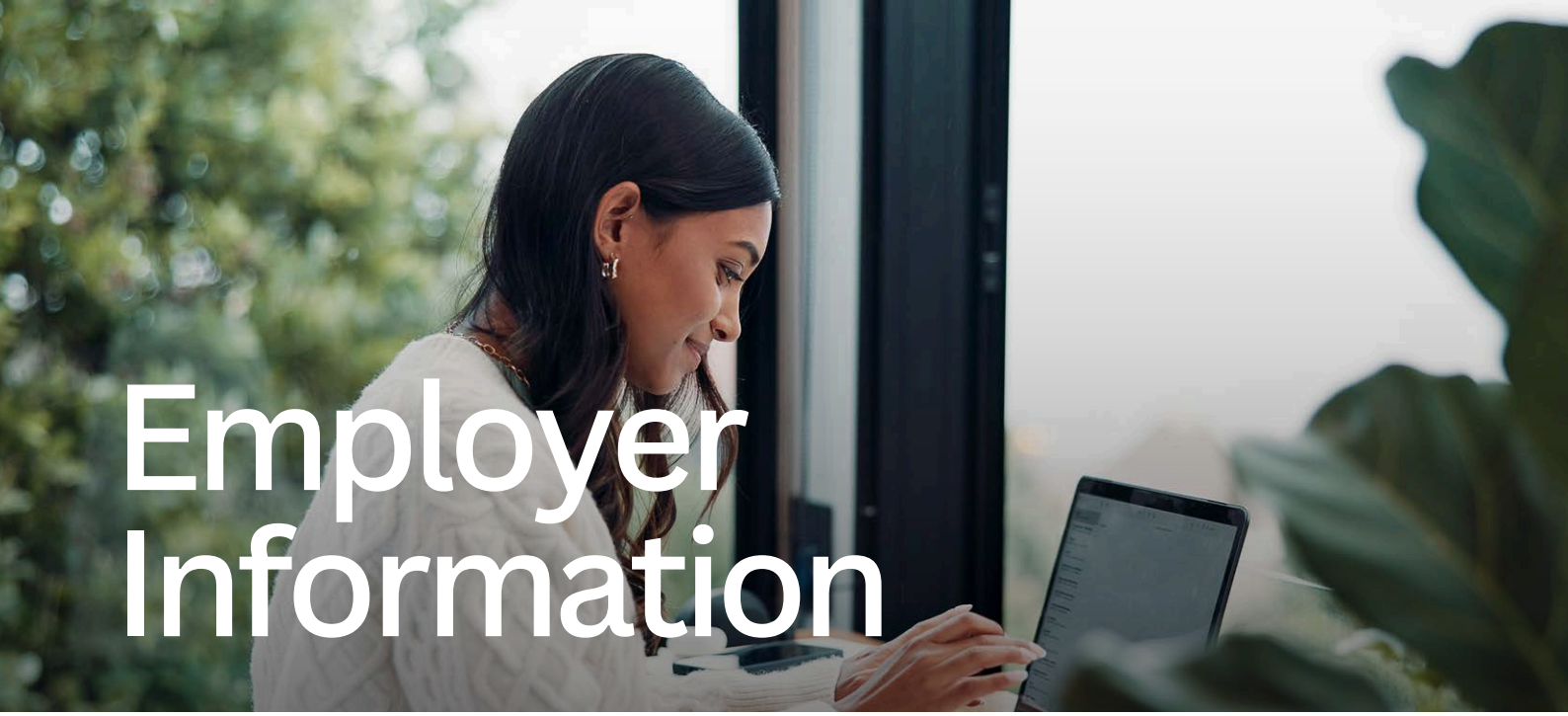
NON-LEVY paying

Non-levy paying employers must also use a DAS account to access apprenticeship funding. Funding can be reserved through the account, or permission can be given for the training provider to reserve funds on the employer's behalf.

Apprenticeship funding is accessed through the Employer's Digital Apprenticeship Service (DAS) account. This is where employers approve apprenticeship funding, confirm learner details and select Clear Quality as the training provider.

Further guidance on setting up and using a DAS account can be found on page 10.





Employer Information

Progress Reviews

Progress reviews are important for employers to join because they help ensure the apprenticeship is having an impact in the workplace, not just during the taught sessions.

Employer attendance at progress reviews is important because it allows the tutor, learner and employer to discuss the learner's development together. These reviews help confirm that the learner is applying their new knowledge and skills in their role, receiving the right workplace support, and staying on track with assignments, Off-the-Job training and apprenticeship requirements.

They also give employers the opportunity to raise any concerns, discuss workplace progress, agree actions and identify opportunities for the learner to gain relevant experience before End Point Assessment.

Protected Time

Employers are expected to actively support the learner's ongoing development by providing sufficient protected time during their normal working hours to attend scheduled training, complete assignments and learning activities, meet with their tutor, and apply their new knowledge and skills within the workplace. This protected time is essential in helping the learner remain engaged, make consistent progress and successfully complete their programme.

Breaks In Learning (BIL)

A Break in Learning (BIL) is a temporary pause in an apprenticeship where learning is formally suspended for an agreed period. A BIL can only be authorised where the circumstances meet the eligibility criteria set out in the applicable apprenticeship funding rules and there is a legitimate, evidenced reason for the interruption. Where a learner is unable to continue their learning, or there has been no evidenced active learning for a prolonged period, Clear Quality will review the individual circumstances to determine whether a BIL is appropriate and permissible under the funding rules.

Clear Quality will work with the learner and employer to agree the appropriate next steps, including arrangements for returning to learning where applicable.

DAS Account

01

Log in

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

02

Add us

Click “Add a training provider” and add Clear Quality’s UKPRN “10083283”.

03

Confirm

Then click “yes”, add CLEAR QUALITY LIMITED” and continue.

04

Return

Click the green “return to your training providers”.

05

Permissions

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

Complaints Procedure



At Clear Quality, we are committed to providing a high-quality service to both our learners and employer partners. If you are unhappy with any aspect of our service, we encourage you to let us know so we can resolve the issue promptly and use your feedback to improve.

How To Make A Complaint

AComplaints should be submitted in writing by emailing training@clearquality.co.uk. Please include:

- Your name and organisation.
- Details of your complaint.
- Any relevant dates or supporting information.
- The outcome you are hoping to achieve.

Where possible, we encourage concerns to be raised as soon as they arise so they can be resolved quickly.

What Happens Next?

1. We will acknowledge your complaint within 3 working days.
2. A full investigation will be carried out by the appropriate manager. We aim to resolve complaints within 21 working days.
3. If additional time is required, we will keep you informed throughout the process.
4. Once the investigation is complete, you will receive a written response outlining the outcome and any actions taken.

Our Commitment

All complaints are handled fairly, confidentially and without prejudice. We view feedback as an opportunity to improve our services and are committed to learning from every complaint received.

For further information, or to request a copy of our full Complaints & Continuous Improvement Policy, please contact training@clearquality.co.uk.

Our Wider Services

Alongside apprenticeship delivery, Clear Quality provides a range of services to support organisations with training, compliance, quality improvement and workforce development. We work with employers across a variety of sectors to help strengthen internal capability.

ISO Standards

ISO standards provide a framework for managing quality, environmental impact, information security and more, helping organisations improve processes, manage risks and build trust with their customers.

Certification Body

Our certification body provides independent ISO audits and certification, helping organisations demonstrate their commitment to recognised standards, build confidence and improve performance.

Short Courses

Our short courses help employees develop practical skills and knowledge in key business areas, supporting professional development, building confidence and helping them apply their learning at work.



Training Programmes

We deliver training programmes across quality and compliance, business and governance, health and safety, and safeguarding. Our programmes help employees build practical knowledge, develop their confidence and gain skills they can apply in their roles, supporting both individual progression and wider business goals.

We also offer Skills Bootcamps and diploma courses across a range of subjects, giving employers different options to develop their teams and access training that suits their organisation's needs.

If you're interested in learning more about our wider services, please email info@clearquality.co.uk or visit www.clearquality.co.uk

Frequently Asked Questions

What if the learner's circumstances change?

Please inform Clear Quality as soon as possible if there are any changes that may affect the learner's apprenticeship. This may include additional learning needs, maternity leave, long-term absence, redundancy, a change of role, change of working hours or a new line manager. Clear Quality will work with the learner and employer to review the situation, agree any support needed and confirm the next steps. In some cases, a Break in Learning may be required.

Can employers provide feedback about the programme?

Yes, both learners and employers are encouraged to provide open and honest feedback throughout the programme.

Please email Feedback@clearquality.co.uk and include your name, company name, the learner's name, your feedback and any relevant dates.



Does the learner need access to any equipment?

Employers should ensure the learner has access to the equipment, systems and resources needed to participate in online sessions, complete their work and apply their learning within the workplace.

What if the learner has additional learning needs?

Clear Quality will work with the learner to identify support needs and reasonable adjustments where appropriate. Employers should let Clear Quality know if there is anything in the workplace that may affect the learner's ability to engage with the programme.