

Apprentice FAQ

How do I contact my tutor?

You should have your tutors email address and contact number.

You can also contact the following if needed;

Carole Thorpe

carole.thorpe@mcls.ac.uk

Kevin Sedgwick

kevin.sedgwick@maes.ac.uk

Mob **07825 203214**

How often will my tutor contact me and how?

Your tutor will contact you at least weekly to set you work for the week. They will also provide ongoing feedback on work submitted. Contact will be ideally made via learning assistant so this can be evidenced however in some cases it may be best to call you or contact you via email.

How do I hand in completed work?

All work should be submitted via learning assistant as normal

When will my classes start again?

This is unknown but we plan to continue your course remotely in the first instance this will be via the contact diary in learning assistant giving you individual instructions on what you need to do then we will be developing resources for you to access as more of a structured taught session

Can I access courses at home?

You can access Learning assistant as normal this will be our main point of contact during this time

I was due to take an exam, is this cancelled?

We are taking advice from our awarding bodies and will keep you updated as to how your functional skills exams can be carried out remotely. You will be advised on an individual basis.

I am due my EPA what will happen?

Same as above and again you will be advised about this as we go forward

Is my apprenticeship cancelled?

Absolutely not. We will have to change the way we work together but we plan to carry on as normally as we can. Communication is essential during this time.

How will my reviews be carried out?

Reviews are essential to ensure you keep on track. These will be carried out via telephone or other remote ways. We will keep you updated as we know more.

What should I do if I have to self-isolate?

Tell you tutor straight away so this can be recorded. Your tutor will continue to work with you on a flexible basis.

What should I do if I get the virus?

Tell you tutor straight away so this can be recorded

I have carer responsibilities what should I do?

Tell you tutor straight away so this can be recorded. Your tutor will continue to work with you on a flexible basis.

What should I do if my employer terminates my employment?

Tell you tutor straight away so this can be recorded. We will still work with you and help you to find another job.

My work pattern has changes who should I tell?

Tell you tutor straight away so this can be recorded.

My duties have changed who should I tell?

Tell you tutor straight away so this can be recorded.

Will my end date be the same?

Yes we will be aiming for the same end date as previously agreed wherever possible.

This is going to be challenging and we will have to be flexible with each other and ensure we communicate as much as possible. This situation will give us the opportunity to learn a lot about how we cope during a crisis and how our work environment has adapted to the changes enforced upon us.....

Employer FAQ

How do I contact you the provider?

You can contact the following with any queries you may have

Carole Thorpe

carole.thorpe@mcls.ac.uk

Kevin Sedgwick

kevin.sedgwick@maes.ac.uk

Mob **07825 203214**

When will classes start again?

This is unknown but we plan to continue your course remotely in the first instance this will be via the contact diary in learning assistant giving you individual instructions on what you need to do then we will be developing resources for you to access as more of a taught session.

Can my apprentice access courses at home?

Yes they can access all they need via Learning assistant. You can also access this if you would like to please

contact you learners named assessor who will assist with this.

What will happen to my apprentice's exams?

We are taking advice from our awarding bodies and will keep you updated as to how functional skills exams can be carried out remotely. Apprentices will be advised on an individual basis.

What happens to my apprentices EPA? (not all learners have an EPA)

Same as above and again you will be advised about this as we go forward

Are apprenticeship cancelled?

Absolutely not. We will have to change the way we work together but we plan to carry on as normally as we can. Communication is essential during this time.

How will my reviews be carried out?

Reviews are essential to ensure your apprentice is kept on track. These will be carried out via telephone or other remote ways. We will keep you updated as we know more.

What should I do if you apprentice have to self-isolate?

Your Apprentice/apprentices have been told to tell their tutor straight away. Please reinforce this message. They will be required to complete course work as normal whilst at home.

What should I do if my apprentice contracts the virus?

Your Apprentice/apprentices have been told to tell their tutor straight away. Please reinforce this message. They will NOT be required to complete course work as this is classes as sick leave.

What should I do if I have to terminate my apprentice's employment?

Please contact one of the following people who will be able to offer advice and options.

Carole Thorpe

carole.thorpe@mcls.ac.uk

Kevin Sedgwick

kevin.sedgwick@maes.ac.uk

Mob **07825 203214**

Will my apprentices end date stay the same?

Yes we will be working towards the end date that was previously set and agreed.

My apprentices work pattern has changes who should I tell?

Your Apprentice/apprentices have been told to tell their tutor straight away. Please reinforce this message.

My apprentice's duties have changed who should I tell?

Your Apprentice/apprentices have been told to tell their tutor straight away. Please reinforce this message.