

Onboarding is a term used to describe the process of introducing apprentices to their programme and ensuring they are both suitable and eligible for the programme. At Davies, this consists of a 3-4 week process that checks the job role of the apprentice, if you are aware of what an apprenticeship entails and confident that an apprenticeship is right for you.

I can't log in to Aptem and/or Thrive, what do I do?

Purpose: Aptem and Thrive are the main digital platforms that will be used throughout your apprenticeship, not just at the onboarding stage. This is where you'll find additional learning content and keep track of your progress.

- If you are struggling to access these website please ensure you/your employer has whitelisted the following websites and email addresses
- <https://dls-learning.learn.link/login>
- <https://dls-learning.learn.link/activate>
- www.DLS-learning.learn.link
- @aptem.co.uk
- <https://davieslearningsolutions.aptem.co.uk/>
- www.aptem.co.uk
- <https://servicetick.com>
- @servicetick.com
- If you have whitelisted the above and are still having technical issues, please get in touch with our Onboarding Team for further assistance: DLSonboarding@davies-group.com

Onboarding Stage 1

Learning Explained Task: Watch the linked Thrive video from start to finish and then move on to answer a mini questionnaire on the content you have just seen.

Purpose: This will allow us to provide you with all the information that you need to know before starting your apprenticeship and will allow us to confirm your understanding regarding expectations of the programme, Off the Job and your next steps.

- At this stage, understanding what an apprenticeship is and the expectations of an apprenticeship will set you off on the right tracks for making it to End-point assessment.
- If you are unsure of what it is you are signing up for, then this is the perfect time to ask us or your employer any questions and ensure that this is the right apprenticeship for you.

Neurodiversity Task: Short questionnaire asking for more information to ensure you have the support you need throughout your apprenticeship.

Purpose: This questionnaire is used to identify any apprentice who has additional learning needs and would benefit from additional sessions during their time on programme and allows us to assign an Inclusive Learning & Skills Development Tutor where necessary.

- It is crucial for us to know if additional support is needed early in the programme so that we can ensure we take all measures to provide each apprentice with the information and support they need in a way that is suitable for them. Please note this is in addition to any coaching sessions the apprentice will have.

Eligibility Task: Short questionnaire providing information on your current situation.

Purpose: We must assess your eligibility to the programme to ensure we are complying with ESFA funding rules and their requirements. By asking you these short questions, we can decide whether you are eligible for UK apprenticeship Levy funding.

- Eligibility is crucial in allowing you to be enrolled on to programme, if you are not eligible then your apprenticeship will not be able to be funded by the UK Levy.

BKSB Task: Completion of an Initial Assessment for Maths and English.

Purpose: This provides us with a starting point to assess your current knowledge and allows us to determine the development that you will need in these areas to complete your apprenticeship.

- You must achieve a level 1 or 2 at Initial Assessment to be accepted onto programme, entry level outcomes cannot be accepted.
- Diagnostic Assessments for English and Maths must also be taken for learners aged 16-18 if you do not have a GCSE (or equivalent) qualification of a Grade C/4 in English and Maths.
- For learners aged 19 and over, Diagnostic Assessments for English and Maths must be taken if you are opting in to complete Functional Skills as part of your Apprenticeship
- You will be able to declare that you have these exemptions in your onboarding journey and will be asked to upload the evidence to exempt you from Functional Skills.
- You will have time post-onboarding to provide this evidence, it does not have to be provided within the onboarding deadlines.
- If you do not have evidence to hand, apprentices aged 16-18 will be auto enrolled onto functional skills, however once this evidence has been provided you will not have to complete the functional skills qualification.

Suitability Task: Short questionnaire providing information about your current job role and how long you have been in the industry.

Purpose: This is a pre-screen to assess suitability prior to the skills radar call and to ensure that you are on the right programme.

- If there are any concerns about suitability at this stage, these will be investigated to ensure that you are on the correct programme for your level of ability and duration in the sector

Skills Radar Call: This is an initial meeting between you, your line manager and a subject matter expert.

Purpose: This is a suitability tool used to assess your prior knowledge, skills and behaviours so that we can understand your start point on programme and so that your learning plan can be adapted to develop you in the right areas.

- This isn't a test, please do not feel like you need to prepare for it, we want an accurate representation of your current ability so that we can tailor your journey to you, there is no right or wrong answer.
- For learners aged 19 and over without Functional Skills exemptions, you will be asked whether you would like to opt in or opt out of Functional Skills
- **You must ensure that you bring a form of ID to this meeting.** For any Certificates you obtain or Professional Bodies you apply to, your legal name will appear on these documents, however if you have a preferred name, please inform your coach as part of your Skills Radar call so that we can ensure the systems you use for your apprenticeship display your preferred name.

Extended Individualised Learner Record (ILR) Task: Short questionnaire to gather further information.

Purpose: Extra information is needed for the purposes of reporting, as well as emergency contact information and line manager contact information.

- This information will only be used when necessary and will not be shared publicly without consent from you.

Training Plan and Apprenticeship Agreement Task: Yourself, your line manager and a Davies representative must sign these documents.

Purpose: This is your tri-partied document to confirm your commitment and agreement to the requirements of the programme.

- At this stage, you will have been contacted by one of our team to confirm a first date in learning that works for you
- This date will be added to both documents, along with any changes that have been made to the duration of your programme, based on the competencies assessed in your Skills Radar Call.

First Day in Learning (FDIL)

FDIL Webinar: A Live Teams Webinar and to complete Aptem activity.

Purpose: Provides apprentices with knowledge on how to use our e-learning systems and allows us to process this activity as your first evidence of learning and official programme start date.

- You will have been sent a calendar invitation for the agreed date to attend the live session.
- The session must be attended and the Aptem activity must be completed on this day as this will have been confirmed and signed off by you, if the activity is not completed on this day, new Training Plan and Apprenticeship Agreements will need to be generated and re-signed by the tri-party.
- **Please Note: The calendar invite will be sent ahead of the agreed date for you to accept. If you can no longer attend the agreed session please let us know ASAP so that we can arrange for you to attend a session on a later date with minimal impact to your onboarding.**

FDIL Follow Up

After completing your first date in learning, your allocated coach will reach out to begin the rest of your apprenticeship journey. Your coach will then be your first point of contact should you have any queries throughout your apprenticeship.

What Do I Do When I Get My CII Pin?

Once you have received your CII pin, please forward this to your coach and they will action your workbook order.

What Should I Do If I Can't Get Into A Workshop?

If you are unable to get into a workshop, please email dlsworkshops@davies-group.com

I Can No Longer Attend A Workshop What Should I Do?

Please make sure to log back into Thrive and cancel your space as removing from your calendar will not free up your space. (Log into Thrive and search for the workshop the same way you would go to register).

What Should I Do If I Achieved My Maths And English Qualifications Outside Of The UK?

If you have international certificates, we will require an ENIC statement of comparability to confirm your qualifications will be accepted. Please be aware that the cost of this is not covered by DLS.

<https://www.enic.org.uk/Qualifications/SOC/Default.aspx>

Who Do I Send My Maths/English Certificates To, To Exempt Me From Functional Skills?

Please send all certificates/documents to dlsoperations@davies-group.com and they will confirm if what you have provided can be accepted as exemption evidence. The Operations team will then upload this to your learning plan.

I Onboarded With My Personal Email, But I Now Have My Work Email, What Should I Do?

When you have access to your work email, please send to dlsoperations@davies-group.com so we can change this on your Aptem and Thrive account. Please action this as soon as possible as this will help when registering for workshops.

How Do I Get My Student Discount/ An Apprentice Oyster Card?

Please wait around 6 weeks after your start date before trying to apply as if you apply for this too early you may be fined. To apply for this, you will need your Unique Learner Number (ULN), which you can find in the Individual Learner Record (ILR) form you completed. This can be found on the left hand side when you log into Aptem, go into documents, there will be a heading for compliance documents, click into this and there will be a link to your ILR form. You will also need our UK provider reference number (UKPRN) which is 10046149. Please note that this discount is only valid for the first year of your apprenticeship. You'll see on Thrive the link for the NUS apprentice extra card you will also be eligible for, this can be applied for at any time and is annual and renewable.

What Should I Do If Any Of My Personal Details Change?

Please update your coach as soon as possible in order for us to update your file. Changes need to be flagged quickly so we can avoid any issues going forward. For example when ordering workbooks if you are receiving a hard copy this will be posted to the address we have on file and could delay it's arrival if the address is incorrect.