



Level 3 School Business Administration Apprenticeship

Terms and Conditions for Level 3 School Business Administration Apprenticeship

July 2020

| Version history | | | |
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| Version | Date | Reason for release / version update | Issued by |
| V3 | June 2019 | Review | EMJ |
| V4 | July 2020 | Review | EMJ |
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Glossary

| Phrase /abbreviation | Definition /description |
|-----------------------------|---|
| Apprenticeship | On the job training that leads to a recognised qualification |
| C&G | City & Guilds – accreditation body (if selected) |
| DAS | Digital Apprenticeship Service (digital account for levy-paying employers) |
| Levy fund | Under the government's 'trailblazers' apprenticeship scheme launched in April/May 2017, employers over a certain salary threshold are required to contribute monthly to a levy fund ('levy pot') which can then be used to pay for eligible apprenticeships. The government also contributes to the employer's levy fund. |
| EPA | End Point Assessment |
| ESFA | Education & Skills Funding Agency – responsible for overseeing funding for education and skills training. |
| Learning Centre | Serco Education web platform used for the SBAA for Schools application process www.leadershiplearningcentre.com , and hosts the programme materials. |
| Programme | Includes all learning for the School Business Administration Apprenticeship |
| Unit | A component of the L3 qualification, with specific learning outcomes for each unit. |
| Workshops | Face-to-face sessions which are included in the programme. |

Terms and Conditions

The following is a contract between the applicant (you) and Serco (trading as Serco Education and part of Serco Group plc). Serco Ltd is on the Register of Apprenticeship Training Providers (RoATP).

Serco Education offers the School Business Administration Apprenticeship which contains a Level 3 qualification which will be accredited by City & Guilds. The End-Point Assessment organisation for School Business Administration Apprenticeship will be City & Guilds (TBC).

The aim of this Terms and Conditions document is to provide you with information you need to know before applying for the School Business Administration Apprenticeship.

It explains whether you are eligible to apply, how we will deal with your application, how we use your data and what penalties you may or may not incur.

We recommend that you download or print a copy of this document at the beginning the programme, but it is your responsibility to ensure that you use the latest version of this document.

Note: In making an application you are agreeing to be bound by the contents of this document and policies.

You may apply to join the School Business Administration Apprenticeship via the website: www.serco-ese.com/serco-education

Should you have any queries regarding the contents of this document, please e-mail sbaa@serco.com

1. Eligibility for the School Business Administration Apprenticeship

In order to be eligible to join the School Business Administration Apprenticeship, there are **six** specific criteria that you are required to meet. These are:

1. You must be employed in a school administration function in a state-maintained school, academy or early years setting in England. Applications are also welcome from those in the independent sector (please contact us before applying)
2. You must have the support of your line manager and employer
3. Your school / employer must be contributing to the Apprenticeship Levy and have a Digital Apprenticeship Account (DAS), or if your school does not pay the apprenticeship levy, you must have confirmation that it will contribute 5% (+VAT) of the cost of the apprenticeship (and arrange funding the balance from the government's central "levy pot"). *See also section 5.*
4. You must be willing to work towards gaining a Level 2 English and Maths qualifications (the same level as GCSE A*-C) if you don't already hold these qualifications prior to completing the Level 3 School Business Administration Apprenticeship
5. You must have a contract with your employer for a minimum of 18 months and be able to commit to up to 18 months of study to complete the School Business Administration Apprenticeship (excluding EPA) and to 100% attendance at workshops, WebEx/Skype sessions, and coach visits.
6. Your workplace must be predominantly based in England if the cost of your Level 3 School Business Administration Apprenticeship is to be funded by the Apprenticeship levy.

Part-time employees are eligible to join the School Business Administration Apprenticeship. The length of their apprenticeship studies may be extended if working less than 30 hours a week (on average over the whole year, including contracted holiday entitlement) or if working term-time only.

You will be asked to provide **original** certificates for your qualifications: copies are not acceptable. These must be provided **within 8 weeks of the start of the apprenticeship** (if you have them).

Please contact us if you need to discuss your eligibility for this programme.

2. Applicant Responsibilities

You will need to read the following documents before you apply:

- Personal statement and Line manager support
- Frequently Asked Questions (FAQs)
- Line Manager guidance

They are all located under Key Documents on the main Level 3 School Business Administration Apprenticeship webpage within the Serco Education website. www.serco-ese.com/serco-education

You are required to complete a **Personal Statement** in addition to the application form. This includes a requirement for your line manager to sign a declaration supporting your application. We are unable to consider applications without a completed personal statement signed by both the applicant and line manager.

Your success on the programme will be helped considerably by the support and mentorship you will receive from your line manager as well as your programme facilitator, your coach, and assessors. It is essential that your line manager confirms that you will be released to attend the workshop and web conferences and given appropriate amount of time to complete your studies.

Once the **Personal Statement** has been received, you will be asked to complete a **Self-scan self-assessment** to help us identify your eligibility for the Level 3 School Business Administration Apprenticeship.

You may then be asked to participate in a phone-based interview as part of the application process. You will be given reasonable notice to attend the interview. Non-attendance will mean that your application is transferred to the next cohort when you will be asked to participate in an interview before being accepted.

If you wish to retract your application before accepting a place then you must email us at sbaa@serco.com immediately to do so. If you wish to apply again at a later date, you will need to complete a new application form. See also the Withdrawal section below.

3. Participant Responsibilities

Once you have been accepted onto the apprenticeship programme, you will be required to complete a detailed **Apprenticeship Agreement** and **Individual Learning Record (ILR)**, together with other official apprenticeship documents, before commencing the Level 3 School Business Administration Apprenticeship.

Other official forms, together with the **online maths and English initial assessments**, will also need to be completed prior to the start of the apprenticeship, as well as an **Individual Learner Plan (ILP)** and a **Commitment Statement**. Please note that these documents are an ESFA requirement and we are unable to progress your apprenticeship without them.

100% attendance is required for all elements of the programme (workshops, WebEx/Skype sessions, workplace assessments, End-Point Assessment). You are required to inform us a minimum of 2 weeks prior to any workshop if you are unable to attend and to make appropriate arrangements with your facilitator/s and/or coach to cover any elements not attended due to unavoidable circumstances.

You are required to meet the deadlines set for submission of assignments, projects, coursework and to submit these in the format required by your facilitator/s. Late submission of assignments without prior arrangement may result in capping the grade for a particular assignment.

If you work under 30 hours per week (averaged over a full year) then you may be entitled to an extended study period, which will be discussed with your coach or facilitator. You should inform Serco Education immediately of any permanent change to your normal working hours (i.e. the number of hours worked per week/month) as this could affect the length of your apprenticeship. This is also an ESFA requirement.

3.1 Confidentiality

Please respect the confidentiality of your study group. Matters discussed in study group online communities and workshops should remain private to the group and not be shared with wider audiences without prior consent.

You will be asked to undertake a range of work-based study and activities as part of the Level 3 School Business Administration Apprenticeship. This element of the programme has been designed to develop your skills and benefit your workplace. It is your responsibility to ensure that colleagues and managers in your school are made aware that these activities will be discussed with your coach and, if part of an assignment, will be available to your facilitator.

3.2 Time management

You are responsible for managing both your work commitments and studies as well as developing a portfolio of evidence. You must be able to commit the time to study; this may be around 6 to 8 hours per week on average (this varies from individual to individual), but it could be more than this at times, especially at assignment deadline periods.

You should be able to complete the work within your normal working hours although you may need to allow extra time for completing assignments. Your line manager will need to allow you time to attend off-site events, workshops and workplace assessments. A requirement of this apprenticeship is that you are afforded **20% of your working time for your apprenticeship**. This time includes attendance at the mandatory events mentioned above as well as time to study and prepare a portfolio, but it also includes learning activities on the job such as meetings, work-related discussions with colleagues etc.

You will be required to conduct your own research into subjects relevant to your role and will need to be able to motivate yourself and direct your own learning. The Level 3 School Business Administration Apprenticeship will be demanding and challenging. You will at times be required to explore these challenges on your own, although you will have the support of your line manager, facilitator, coach and other participants (peer group).

3.3 Feedback

You will be asked to complete evaluation questionnaires at different stages of the programme to help inform future development. Programme questionnaires are available for completion online. Hard copy evaluation forms for workshop sessions are normally issued at face-to-face events.

If you are approached by another party to comment on your participation in the Level 3 School Business Administration Apprenticeship, or any work you have conducted whilst on it, we ask that you advise us of this before responding.

The programme materials remain the intellectual property of Serco Education and we require you not to use them or share them for anything other than your programme of study.

4. Training Provider Responsibilities

The Level 3 School Business Administration Apprenticeship is delivered by Serco Education. We are responsible for all aspects of the apprenticeship:

- Pre-application enquiries and processes
- Apprenticeship enrolment documentation
- Queries on apprenticeship funding
- Website registration
- Access to website
- Funding/payment enquiries

We are also responsible for enquiries once you are offered a place and start your studies, including queries on venue arrangements, coaching arrangements, assignment submissions, deferring or withdrawing from the programme, and accreditation.

5. Programme Funding

The cost of the Level 3 School Business Administration Apprenticeship should be covered by the Apprenticeship Levy introduced in 2017 for many employers (schools and academies). Your school / employer is liable for the full payment of the programme over the duration of the apprenticeship.

Levy funds cover the cost of the training only and do not include the salary of the apprenticeship or any travel or accommodation costs, where relevant.

The cost of the apprenticeship does not include registration with G&G (currently an additional £88 + VAT, payable separately by the school/employer or participant). [C&G fee is subject to change]

In some cases, the school may be required to make a financial contribution if the programme costs cannot be met in full by the school's Apprenticeship Levy account (contact us for more information).

Note: There is a limit to the number of assignment resubmissions included within the apprenticeship; you will be advised if repeated submission work is required.

Non-levy funded schools – please contact us. A revised scheme for non-levy employers was introduced in January 2020. Serco online for *Apprenticeship funding for employers who do not pay the apprenticeship levy*.

Note that apprenticeship funding is managed by the Education and Skills Funding Agency (ESFA), the Government agency accounting for funding education and skills for children, young people and adults. As an apprenticeship training provider, our activities have to adhere to ESFA guidance and requirements.

6. Applications from Outside England

Only employees who spend the majority of their time working in England are eligible for apprenticeship funding from the levy. Should you work outside England but are interested in the Level 3 School Business Administration Apprenticeship, please contact us for further information about possible opportunities.

7. ICT Requirements

Much of the Level 3 School Business Administration Apprenticeship is online, i.e. e-learning units supported by workshops, assessments, work-place learning and self-directed research and study. You should be familiar with using a computer and the internet. You will need broadband/Wi-Fi internet access at home or at work (preferably both).

You will need to access materials and submit assignments electronically using a laptop or desktop as Serco Education's learning centre web platform is not fully compatible with mobile devices.

You will be given access to the relevant e-learning area on Serco Education's learning platform, which is where you will access your learning materials, resources and activities.

Pop up blockers in your web browser should be either disabled or configured to allow the opening of pop ups from Serco's Learning platform.

It should be noted that some email mailboxes apply automatic filters to bulk or group e-mails. We may notify participants of course information via group emails so please add sbaa@serco.com to your 'safe senders' list (or equivalent) to allow our emails to reach you.

7.1 Email addresses

You must ensure that your email address is entered accurately onto the application form as all communication relevant to your application will be made this way. It is your responsibility to provide a valid and functional email address for yourself. If your email address changes, you must inform us as soon as possible via sbaa@serco.com

It should be noted that some email mailboxes apply automatic filters to bulk or group emails. We may notify participants of course information via group emails, so please add sbaa@serco.com to your "safe senders" list (or equivalent) to allow our group emails to reach you.

8. Break in Learning (deferrals)

If, once started on the programme, you find that you need to defer your place, please contact sbaa@serco.com in the first instance to discuss your options. We will endeavour to arrange a deferred place, but you must resume your studies **within 12 months** from the break in learning / deferral. You may only defer your place once and you will be required to complete a Break in Learning form to formalise the process.

8.1 Grounds for Break in Learning (BiL)

All break in learning / deferral requests will be considered on an individual basis but are likely to be favourably considered where one or more of the following circumstances apply:

- You are on maternity or long-term paternity leave
- You are seriously ill
- Family bereavement
- Significant family illness

Please note that the demands and pressure of work, and Ofsted inspections, are not normally sufficient grounds for a BiL.

8.2 Effects of a Break in Learning (BiL)

Should you wish to take a LoA from the L3 School Business Administration Apprenticeship, the following conditions will apply:

- Programme materials are subject to change and the onus is placed upon the deferred participant to refresh their knowledge if they have previously begun a unit which has been updated.
- You will be unenrolled from Serco's learning platform until you resume your studies
- Monthly levy fund payments are normally suspended whilst you are deferred.

8.3 Re-joining the L3 School Business Administration Apprenticeship

Participants who have been granted a break in learning have a **maximum of 12 months** to re-join the L3 School Business Administration Apprenticeship. In the event that this period is exceeded, participants will be automatically withdrawn and will need to reapply should they wish to complete the L3 School Business Administration Apprenticeship in the future.

Once you have formally accepted an opportunity to infill back into the L3 School Business Administration Apprenticeship you are unable to defer again. Should you fail to submit the associated paperwork to re-join the programme by the set deadline, you will be withdrawn from the programme immediately.

We will always endeavour to allocate you to the nearest regional workshop location when you infill, but in some cases, this may not be at the same location that you attended before; regional venue locations often vary from cohort to cohort. This also applies to those learners who enrolled onto local groups.

8.4 Requesting a Break in Learning (BiL)

Should a BiL (or deferral) be requested, the following procedure will apply:

- You will be required to complete the formal break in learning paperwork which can be obtained by contacting sbaa@serco.com
- All requests must be completed within **7 days**

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- Failure to complete the BiL paperwork within this timeframe will result in your withdrawal from the programme with immediate effect.
 - Serco Education will contact you with opportunities to infill at the appropriate point. Please note that there will usually only be a maximum of two opportunities to infill back into the L3 School Business Administration Apprenticeship during your agreed 12 month deferral period. When you re-join the programme you will complete a Return from Break in Learning form.

9. Early Exit (Withdrawal)

9.1 Before Acceptance of a Place (Application Withdrawal)

Should you wish to withdraw before your application has been accepted and registered, your application will be deleted. If you wish to apply again at a later date, a new application will need to be completed. Your new application will be considered within the next allocation process and will not be given elevated status within that process.

7.2 After Acceptance (Withdrawal from the apprenticeship)

A few weeks before the start of your L3 School Business Administration Apprenticeship, you will receive a formal Offer Letter via email. You must sign and return this formal letter to Serco to accept and confirm your place on the programme. The signed Acceptance Form also confirms your formal acceptance of the L3 School Business Administration Apprenticeship Terms & Conditions. There will also be a separate Apprenticeship Agreement form to complete later on.

At this stage (i.e. once you have formally accepted a place on the programme), you may have been given access to the programme materials; groups, facilitators and learning pathways will have been set up (plus venue arrangements made).

If your circumstances change or you are experiencing serious difficulties once study activities have started, then you should discuss this with Serco immediately, who may be able to find an alternative course of action to withdrawing.

Note:

- An **Early Exit (withdrawal)** means that you wish to leave the programme entirely and do not wish to re-join at later stage
- A **Break in Learning (deferral)** means that you wish to leave the programme temporarily and intend to resume at a later date as specified by Serco Education to complete the programme.

7.3 Effects of Early Exit process

- If you withdraw, membership of the Serco learning centre website will be cancelled
- If a withdrawn participant wishes to re-join the programme at any time, they will need to re-apply. If you fail to follow the deferral / withdrawal policy, Serco has the right to contact your supporting school's headteacher for further information
- Funding from your apprenticeship account will cease

7.4 Enforced Withdrawals / Early Exits

Participants can be forced to withdraw from the L3 School Business Administration Apprenticeship under the following circumstances:

- If the participant has not completed the Apprenticeship Agreement within 30 days of receipt.
- Serco Education can enforce the suspension or withdrawal of a participant if the individual:

- Is intoxicated at workshops, displays disruptive, aggressive or other inappropriate behaviour towards other participants on the SBAA or the delivery team.
 - Uses disruptive, aggressive or other inappropriate language or comments towards other participants, facilitators/ coach, within online forums (or within any other forms of electronic communications).
- Serco Education may also withdraw a participant if the participant fails to submit required work by the agreed deadlines on more than one occasion.
- If the participant has requested a withdrawal or deferral and we do not receive the completed withdrawal/deferral form within 7 days, Serco Education will assume that the participant does not wish to be involved in the L3 School Business Administration Apprenticeship any longer. The participant will automatically be withdrawn from the L3 School Business Administration Apprenticeship, even if the original request was to defer.
- If participants have agreed to infill following previous deferral and either do not attend workshops or submit work by the required deadlines.

Note: should Serco Education make an enforced withdrawal, the line manager will be informed of this action and the reason for doing so.

NOTE: In making an application you are agreeing to be bound by the content of these Terms and Conditions.

10. Information Security

As a user of the Serco learning centre web platform www.leadershiplearningcentre.com you are responsible for all the activities that occur under your login and password and for keeping your passwords confidential at all times. You will be required to set a security question at registration stage and this will be used to verify your details, together with appropriate checks, should you need to re-set your password.

You will be enrolled onto the relevant apprenticeship before the start date and will be unenrolled from the programme(and forum area if applicable) usually soon after the finish of the apprenticeship. You will remain registered on the learning centre site after you finish a programme.

If you defer or withdraw you will also be unenrolled from the e-learning and forum areas.

If you suspect or are aware of any breach of your account, contact the learning centre web team immediately (01452 341829 office hours) or email sbaa@serco.com

You can update your email address or password on the Serco learning centre by accessing your My Profile area on the learning centre. Required fields are shown by a red asterisk (please do not attempt to change other pre-defined settings that may be displayed under My Profile). This only updates your details on the learning centre system. Please notify Serco Education separately of any email address changes as well. E: sbaa@serco.com

11. Copyright

Website content and programme materials are the intellectual property of Serco. Duplication or sharing of any content or materials with any third parties not directly involved in the programmes or services provided by Serco or its partners is prohibited. See our online Copyright Notice for further details (www.leadershiplearningcentre.com).

12. Personal Data

We will store your personal details securely at all times and keep them on file for the duration of the apprenticeship and for purposes of communicating any further relevant programmes to you afterwards. Please refer to our Privacy Policy.

In addition, your preferred email address and phone number will be shared with City & Guilds and your facilitator(s) and coach for academic purposes only so that they can contact you regarding apprenticeship activities.

12.1 Data Protection

We have legal obligations, under the latest data protection legislation, to collect any personal information that you provide to us fairly. Serco Education is fully compliant with the GDPR/Data Protection Act (2018).

We do not pass on any personal data or contact details to any third parties for marketing purposes. Please also review our [Privacy Policy](#).

Serco Education will store your personal details securely at all times and use them for monitoring recruitment information and site usage, for administering and delivering apprenticeships, for drawing on the Apprenticeship Levy (once you have formally accepted a place on the SBAA) and for occasional, relevant communications concerning associated courses we may offer. You can opt out of this last process by emailing us once registered on the L3 School Business Administration Apprenticeship.

Academic records will be stored by Serco Education for as long as records are deemed necessary for Levy funding or academic purposes (such as requests for lost certificates or verification of historic qualifications, etc.), but no longer than 10 years from the end of your L3 School Business Administration Apprenticeship.

13. Completion

Once you have successfully completed all of the academic units, the work-based project (or process improvement) and the portfolio of evidence, you will be invited to attend an End-Point assessment day with an external assessor. Upon successful completion of the final assessment day, you will receive your Institute for Apprenticeship and Technical Education certificate for the L3 School Business Administration Apprenticeship and, for those who had selected the option at the start, the Level 3 Diploma for the Business Administrator. Certificates are only issued after successful completion of the programme.

All details and policies contained herein may from time to time be subject to change without notice as part of our normal programme and policy review process and therefore they should be regularly checked. The continued use of the site or a programme activity after a change has been made is your acceptance of the change.

Latest programme details are available on the Serco Education website

www.serco-ece.com/serco-education

We recommend that you download or print a copy of this document together with the relevant programme FAQ (frequently asked questions) and guidance. All are available online.

Enquiries to:

Serco Education: sbaa@serco.com T: 01452 341829 (office hours)

Main office: Serco Education, Pure Offices, Kestrel Court, Waterwells Drive, Quedgeley GL2 2AT