



University of
St Andrews

Apprentice, trainee & intern guidance

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Purpose	These guidelines aim to set out a consistent approach to how the University recruits, engages with, supports and develops its apprentices, trainees and interns.

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1.1	Change to wording at 4.5	Published	Laura Henderson HR	10/11/2022

1. Introduction

- 1.1 These guidelines aim to set out a consistent approach to how the University recruits, engages with, supports and develops its apprentices, trainees and interns to produce a skilled and motivated workforce to provide essential skills in the future.

2. Definitions

2.1 Apprenticeships

- 2.1.1 An apprenticeship is a framework of work-based learning and accredited training, enabling individuals to learn the skills necessary for their chosen career path, while earning at the same time. Apprentices undertake a formal, accredited training programme in a work-based environment and may be supported in their studies by day/week release at college or be supported with online studies. Due to Scottish Government support and investment, apprenticeships are increasingly popular and are available in a wide range of skills.

2.1.2 There are 3 different kinds of apprenticeship:

- **Modern Apprenticeship:** Modern Apprentices are engaged on fixed term contracts of employment, tied to the length of time their qualification takes to complete (which could be from 1-4 years, or in some cases more). Should a Modern Apprentice complete their apprenticeship successfully and there is a suitable vacancy within their School/Unit, they may wish to apply for this role. Modern Apprenticeships are primarily aimed at people who are aged 16-24 (although there is no upper age limit). A Modern Apprentice is employed and works towards a qualification with a college or learning provider (for example a SCQF level 6 Diploma for Information Technology and Telecommunications Professionals or Diploma in Digital application Support etc.).
- **Graduate Apprenticeship:** A Graduate Apprenticeship is for anyone who is aged 16 or above (there is no upper age limit). A graduate apprentice is also employed and works while gaining an undergraduate or Masters degree (for example, SCQF level 10 BSc Software Engineering or SCQF 11 level MA Accountancy).
- **Foundation Apprenticeship:** Lasting between 1-2 years, secondary school pupils can undertake a foundation apprenticeship in S5 or S6. Please note, Foundation Apprenticeships are outside the scope of these guidelines.

2.2 Traineeships

- 2.2.1 A trainee also receives learning on the job and may be pursuing a work-related qualification or more often they may be following a structured training programme within their School/Unit. Traineeships are often an excellent alternative where a suitable apprenticeship is not available or where the type of role the individual is fulfilling may require a certain level of prior work experience or may be niche in some way. Trainees may also be appointed into fixed term posts or appointed to open-ended posts with agreements in place regarding progression once the individual has demonstrated a certain level of competency, for example.

2.3 Internships

- 2.3.1 An intern works for the University for a fixed term, often on a specific project with set outcomes. Internships are often a great way of providing an individual with valuable work

experience. In turn, the University benefits from the fresh perspective interns can bring, along with having a person dedicated to a specific project.

2.4 Role summary

Role	Features
Modern Apprentice	<ul style="list-style-type: none"> • Post requires approval from University Workforce Planning Group to proceed. • Follows a formal framework of work-based learning and accredited training. • Engaged on fixed-term contracts in line with the length of their apprenticeship. • Supported in their studies by day/week release at college or online studies. • Can sometimes require previous experience/qualifications, depending on the role, whilst others require no previous experience/qualifications. • There is no guarantee of a role once an apprenticeship ends, but Modern Apprentices are welcome to apply for suitable roles with the University. • Examples include: Apprentice Joiner, Apprentice Technician, Apprentice Early Years Practitioner, Apprentice IT/AV Technician, Digital Support Modern Apprentice. • Further information is available at: https://www.apprenticeships.scot/for-employers/modern-apprenticeships/
Graduate Apprentice	<ul style="list-style-type: none"> • These may be undertaken by existing employees of the University as part of their personal development; however, should a Unit/School wish to recruit an individual to undertake a Graduate Apprenticeship on either a fixed-term or open-ended basis, this would require an application to be made to the University Workforce Planning Group. • Involves working for the University and learning on the job, whilst studying towards a funded degree, up to Masters level. The length of time it takes to complete a Graduate Apprenticeship depends on the level of qualification being undertaken but is usually between 2-4 years. • Tuition fees associated with Graduate Apprenticeships are currently funded through The Student Awards Agency Scotland (SAAS) and individuals are required to apply annually for funding. • Supported in their studies by day/week release at University or online studies. • Previous experience/qualifications required or entry requirements depend on the course and the University that is delivering it. • Graduate Apprenticeship examples include: Accounting, Data Science, Business Management and IT Management for Business. • Further information is available at: https://www.apprenticeships.scot/for-employers/graduate-apprenticeships/
Trainee	<ul style="list-style-type: none"> • Post requires approval from University Workforce Planning Group to proceed.

	<ul style="list-style-type: none"> • Receives learning on the job and may also be pursuing a work-related qualification or following a structured training programme within their School/Unit. • Usually appointed into fixed term posts; however, depending on the needs of the School/Unit, can be appointed into open-ended roles (though clear structure needs to be put into place about how individual progresses and expected timescales for this). • Where Trainees are employed on a fixed-term basis, there is no guarantee of a role once a traineeship ends, but Trainees are welcome to apply for suitable roles with the University. • Sometimes have agreements in place regarding career progression once the individual has demonstrated certain level of competency. • Examples include: Trainee Chef, Trainee Technician, Library Graduate Trainee, Curatorial Trainee.
Intern	<ul style="list-style-type: none"> • Post may require successful application to be made to University Workforce Planning Group, depending on funding source. • Provides individual with valuable work experience. • Supports a specific project with set outcomes. • Engaged on fixed term contracts. • There is no guarantee of a role once an internship ends, but Interns are welcome to apply for suitable roles with the University. • Examples include: Marketing Intern, Anatomy Intern.

3. Link with the University's People Strategy

- 3.1 As part of the [University's People Strategy 2019-23](#), the University recognises its social responsibility. It seeks to maximise a positive impact on the local, national and international environment. The strategy sets out the University's intent to: "...develop programmes to provide sustainable employment opportunities for the local community, such as apprenticeships." Apprentices, trainees and interns enable the University to contribute positively to the local community and economy. The development of these roles builds on an existing knowledge and skills base within the University.
- 3.2 Apprenticeships, trainee roles and internships are a strategic investment in key skills. To maximise this investment, a resource plan covering a 1-4 year timeframe should be undertaken (with consideration of skills requirements, age demographics, growth in existing services or academic subjects, development into new areas and staff turnover). An attempt to retain a successful apprentice should be made to maximise this investment, though no guarantee of long-term employment can be offered.
- 3.3 In addition, apprenticeships are economically beneficial, too. In April 2017, the UK Government introduced the apprenticeship levy for employers with annual salary bills of more than £3 million (and accounts for approximately 0.5% of the University's total salary bill). The aim of the levy is to incentivise organisations to recruit more apprentices, as the only way of recouping the levy cost is through apprentice training. Apprenticeship funding is administered by Skills Development Scotland on behalf of the Scottish Government through contracted learning providers and direct employer contracts.
- 3.4 The importance of apprentices in growing skills also featured highly in the UK Government's Build Back Better strategy: <https://www.gov.uk/government/publications/build-back-better-our-plan-for-growth/build-back-better-our-plan-for-growth-html#build-back-better-our-plan-for-growth-at-a-glance>.

4. Approval process

- 4.1 Some apprentice and training/internship schemes within the University are well established, where other areas have yet to benefit from this experience.
- 4.2 Initially, where a School or Unit identify a need for a new apprentice/trainee/intern, a case would have to be made to the Workforce Planning Group (WPG) for additional resource. More details on the processes followed by the WPG (including role grading) are available at: <https://www.st-andrews.ac.uk/hr/workforceplanninggroup/>.
- 4.3 In making a case, key questions for consideration include:
- What are the priority skills requirements?
 - How does this role fit with succession planning?
 - What route best suits your School/Unit priorities/strategy – apprenticeship, traineeship or internship? You may want to discuss this with your [HR Business Partner](#).
 - What range of tasks would you be able to give to an apprentice/trainee/intern?
 - Who will supervise and mentor them?
 - Is there funding available from Skills Development Scotland for this role? More information is available at: <https://www.apprenticeships.scot/for-employers/introduction-to-scottish-apprenticeships/how-are-they-funded/>
 - Are there enough training and development prospects for the entire apprenticeship/traineeship/internship?
 - Resources – where will they be located? Do they need a laptop/phone/tools/access to systems etc.?
 - With respect to apprenticeships, would the apprentice be required to attend college or undertake online learning? Who would be the most appropriate training provider?
- 4.4 Should the role be approved by WPG, the recruiting manager would then liaise with the [Vacancies team](#) to take forward this process (<https://www.st-andrews.ac.uk/hr/recruitment/>). Recruiting managers are also responsible for developing a set of Further Particulars (the Vacancies team will be able to provide sample Further Particulars from previous roles to help get started). Recruiting managers should also discuss starting salaries with their [HR Business Partner](#) and develop a plan to ensure an apprentice's pay does not fall below the National Minimum Wage (NMW) throughout the course of the apprenticeship.
- 4.5 With regard to placement on the University's Pay and Grading Structure:
- Modern apprentices are usually paid a percentage of the substantive grade they are apprenticed to, increasing as they move through their training (the percentage they are paid differs according to the role they are undertaking).
 - Graduate apprentices are usually appointed to grade 4, point 17.
 - Trainees are graded on a standard grade/pay point within the grading structure (via HERA analysis).
 - Interns are generally appointed at grade 2, point 5.

5. Legislative Framework

- 5.1 In addition to the minimum rates of pay set out by law, workers aged under 18 have extra rights to protect them because of their age.

5.2 By law, workers aged 16-17 must not work more than 8 hours a day and 40 hours a week. They must also have, as a minimum:

- a 30-minute break if their working day is longer than 4.5 hours
- 12 hours' rest in any 24-hour period in which they work (for example, between one working day and the next)
- 48 hours' (2 days) rest taken together, each week or – if there is a good business reason why this is not possible – at least 36 hours' rest, with the remaining 12 hours taken as soon as possible afterwards.

5.3 Those aged 16 or 17 must not work after 10pm or before 7am. They may however be permitted to work till midnight or from 4am if is necessary but only in very specific circumstances and in very specific industries e.g. catering, hospitals, agriculture etc. This is only permitted if there are no adult workers available to do the work **and** working those hours will not have a negative effect on the young person's education or training. If they do need to work after 10pm or before 7am, the employer must make sure the individual:

- Is supervised by one or more adult workers where necessary for their protection
- has enough rest at another time if they need to work during their normal rest breaks or rest periods.

5.4 It is against the law for **anyone** aged under 18 to work between midnight and 4am.

5.5 Furthermore, by law, employers must keep records of any young worker's:

- working hours – to make sure they're not working more than 8 hours a day and 40 hours a week
- night work, if they do any – to show they're not working during restricted hours
- health assessments offered before starting any night work and throughout their employment.

5.6 These records must be kept for 2 years from the date they were made. More details are available at: <https://www.acas.org.uk/young-workers-apprentices-and-work-experience>

6. Version control

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1.0	New guidance.	Published	Laura Henderson HR	21/04/2022
1.1	Change to wording at 4.5	Published	Laura Henderson HR	10/11/2022

Appendix A: Frequently Asked Questions (FAQs)

I think we need additional resource in our School/Unit that might suit an apprentice/trainee/intern, but don't know where to start?

You should first understand what level of resource you are seeking and how this fits with the School/Unit strategic plan. Another important consideration is whether or not there is an appropriate apprenticeship (and associated funding) available. Further information on the types of apprenticeships available in Scotland is online at: <https://www.apprenticeships.scot> Should a suitable apprenticeship be available, then you must identify a suitable Training Provider. Again, details are available at: www.apprenticeships.scot

New roles also require approval from the Workforce Planning Group (<https://www.st-andrews.ac.uk/hr/workforceplanninggroup/>). Should your application be approved, a set of Further Particulars will be required, details of which (along with more details on the recruitment process in the University) is available at: <https://www.st-andrews.ac.uk/hr/recruitment/>

You may wish to speak through your plans and what model suits your School/Unit requirements best; therefore, please feel free to discuss this with either your [HR Business Partner](#) or [OSDS](#) in the first instance.

Who is eligible to be a Modern Apprentice?

Individuals aged 16-24 can apply to become a Modern Apprentice (MA). For apprenticeships at the University that involve driving duties, the minimum age is 18 for insurance reasons. MAs aged 24 or over may still get a contribution to their training costs, however this depends on what industry they are in. Individuals are not eligible to apply to become a Modern Apprentice if they are:

- at school, college or university full-time
- an overseas national who is subject to an employment restriction or to a time limited stay in the UK – or both (with the exception of refugees or asylum seekers, who are eligible to apply).
- already on an employment, training or enterprise scheme that is funded by the government or Skills Development Scotland
- in custody as a prisoner, or on remand.

Who is eligible to be a Graduate Apprentice?

There is no upper age limit on Graduate Apprenticeship and individuals can apply if they are 16 or over. Some vacancies might be restricted for those aged 18 and over, because of health and safety requirements.

In order to apply, individuals must be resident in Scotland before they start a Graduate Apprenticeship and be undertaking an apprenticeship for an organisation based in Scotland. As part of an application, individuals need to be able to demonstrate that they have the right to live and work in Scotland. From 2021, all Graduate Apprentices must apply directly to SAAS for funding (more information is available at: <https://www.saas.gov.uk/full-time/graduate-apprenticeships>).

More details for both apprentices and employers are available at: <https://www.apprenticeships.scot/>

Who is eligible to be a Trainee/Intern?

There are rarely restrictions on who is eligible to be a trainee or intern. If there are, these would need to be fully justifiable and described in the Further Particulars.

All vacancies are usually advertised on the University website at: <https://www.vacancies.st-andrews.ac.uk/welcome>. Each vacancy will describe the essential and desirable criteria. Applicants need to demonstrate how they meet these criteria in their application and subsequent selection process (if they are shortlisted).

What job family, grade and conditions of service are applied to these roles?

- Apprentices, trainees and interns are University employees. Depending on the role, they will be assigned to either the technical, administrative or operational job family with the relevant Conditions of Service as appropriate for their type of engagement. Hours of work will be specified in the advert and confirmed in the Terms and Conditions of Employment.
- Apprentices will often receive a fixed term training contract for the period of the apprenticeship. Interns are usually engaged on a fixed term for the length of their internship. Trainees are often, but not always, engaged on substantive contracts which are linked to reaching milestones in their training.
- Apprenticeships/traineeships will have additional responsibilities to complete their agreed course of learning, qualifications and work-based training to the required standard in the agreed time.
- Apprentices will work a maximum of 36.25 hours per week, of which 20% will be typically for day release at College/University or online learning. Apprentices are not usually permitted to work overtime or take up paid employment in any other University department or associated partner.
- Trainees and interns will undertake the bulk of their training 'on-the-job' by shadowing, job rotation, coaching, demonstration, role-play etc. Where trainees are required to undertake a formal qualification, they may need to undertake components of this outside of normal working hours and this will vary depending on the role/qualification.
- In circumstances where an apprentice has caring responsibilities for example, a part time apprenticeship can be agreed for a minimum of 16 hours per week. It would be expected that the duration of the apprenticeship would also be extended to ensure that apprentice can complete the programme successfully.
- Trainees and interns may be full time or part time, depending in the requirements of the role and/or the circumstances of the employee (e.g. where they have made a successful flexible working request).
- The Terms and Conditions of Employment will specify the apprentice/trainee/interns' sickness leave/pay entitlement along with other benefits and rights to other statutory leave (including maternity, paternity, adoptive and shared parental leave).
- Current employees of the University are eligible to apply for an apprenticeship/traineeship/internship; however appointments are made on the grade/contractual terms offered for that role.

What about start dates, salaries and probation?

Depending on the role, trainees and interns may be recruited for throughout the year. Their salary is in accordance with the grading of their role. Some roles may attract an incremental uplift, should they be eligible to receive this. Details on eligibility are included in the individual's Terms and Conditions of Employment. All new staff to the University are required to successfully complete a probation period, though probation periods at the University vary according to grade. Again, details on this are included in an individual's Terms and Conditions of Employment.

As apprentices undertake formal study at a learning provider, they often start at the University during August/early September to enable a full induction programme to be completed before they begin their study programme in September/October.

An apprentice's starting salary will depend on the type of apprenticeship; the following points must be followed to ensure fair and consistent salary treatment:

- all apprentices aged 16-18 or aged 19 or over in their first year of apprenticeship, are legally entitled to a **minimum** hourly rate which is reviewed by the UK Government every April. Thereafter, hourly rates increase according to age. More information is available at: <https://www.gov.uk/national-minimum-wage-rates>
- Modern Apprentices at the University are usually paid a percentage of the grade for which a fully qualified and time-served employee would be paid, in recognition of the individual being in a training role and unable/not yet have the required qualifications to carry out the full scope of that role. The percentages for each year vary according to the role being undertaken. For example, a trade role in Estates is paid the following during their 4-year apprenticeship:
 - year 1 – 35% of first spinal point for grade
 - year 2 – 50%
 - year 3 – 75%
 - year 4 – 85%.
- where apprentices are paid a percentage of a grade, they are usually eligible to receive an uplift in line with any change, such as the national pay award (when this is applicable) from 1 August each year or any cost-of-living increases that may be applied.

Are apprentices/trainees/interns in fixed term roles guaranteed a job with the University after their apprenticeship ends?

Modern Apprentices, trainees and interns engaged on fixed-term contracts are not in substantive/permanent posts within the University and in this instance, the apprenticeship/traineeship/internship does not carry any guarantee of future employment with the University (whether upon the successful completion of the training programme or otherwise). Should there be a suitable vacancy within the University, apprentices/trainees/interns are welcome to apply for these roles and be considered as part of a full and robust recruitment and selection process.

What training and development is given to apprentices, trainees and interns?

Apprentices have traditionally received day/block release to attend the course of study associated with their apprenticeship and this is included as part of the employment contract. It forms part of the apprentice's working time and is included in the 36.25 hour working week. An apprentice generally spends at least 1 day or week working on their qualifications as well as attending

college/university courses. Increasingly, some training providers deliver qualifications by distance learning, rather than requiring apprentices to attend college in person, though this is not possible for all apprenticeships.

The emphasis for apprentices, trainees and interns must be on learning new skills and completing qualifications, where applicable. Line managers can also support their apprentices/trainees/interns by:

- arranging an appropriate induction programme to include attendance at University-wide events, as well as local induction. Guidance about induction is available from: <https://www.st-andrews.ac.uk/osds/essentials/induction-events/>;
- ensuring they have a suitable space and storage for their study materials (if requested/applicable)
- arranging work shadow opportunities to help them understand more about the University
- giving them the time to practice new skills and perhaps be assessed by an experienced colleague
- signpost development options/opportunities
- where applicable, ensuring the apprentice/trainee attends all mandatory courses
- implementing an annual training plan with quarterly review to help both the line manager and apprentice/trainee/intern to keep on track with key training and development milestones. The plan should include specific objectives, key skills to learn and how to do this and should be both measurable and timebound.
- identifying a mentor and ensuring the mentor has sufficient allocated time to dedicate to the individual.

There may be instances where apprentices and trainees (plus any applicable interns) receive significant support to undertake training and development over and above the training/qualifications supported and/or funded by Skills Development Scotland. In these cases, apprentices/trainees would normally be required to agree to a clawback/recoup arrangement for a percentage of the costs shouldered by the University, should the individual leave either during their training period or for up to 2 years after completion. Should this apply, details of this will be included in the employee’s offer letter and Terms and Conditions of Employment.

Where an employee leaves within 2 years of the completion of a qualification/training that is subject to a clawback arrangement, the outstanding amount would be deducted from the employee’s final salary (or a suitable payback schedule would be agreed where the outstanding amount is more than the employee’s final salary payment).

The percentage clawback reduces as the time following completion of the training/qualification increases.

Example training/qualification cost recoup arrangement:

Resignation period	Recoup/clawback
Either during the training/qualification or within 6 months of the date of completion	Employee is required to repay full cost of training/ qualification
Within 6-12 months of the date of completion	Employee is required to repay 50% of cost of training/qualification
Within 1-2 years of the date of completion	Employee is required to repay 25% of cost of training/qualification
More than 2 years after date of completion	No repayment required