



Herefordshire,
Ludlow & North
Shropshire College



Guide to using the Apprenticeship Service

APPRENTICESHIPS AT HEREFORDSHIRE, LUDLOW & NORTH SHROPSHIRE COLLEGE

Thank you for considering taking on an apprentice via Herefordshire, Ludlow & North Shropshire College. Here at the College we have been running apprenticeships for over 50 years and we offer a wide range of apprenticeships across many different occupational areas and sectors. We are an Approved Training Provider, which means we have been approved by the government to deliver apprenticeships for both levy and non-levy paying employers. We can help you to get the most out of your investment and train your apprentice to national standards, helping them to become a productive member of your workforce.

All employers must now register with the government's Apprenticeship Service in order to set up an account and access apprenticeship training – even those employers who do not have to make a financial contribution.

The college can set up and manage your Apprenticeship Service account on your behalf by giving us permissions to do so.

This guide takes you through what you need to know and what you need to do in order to set up an Apprenticeship Service account and manage and fund your apprenticeship training with Herefordshire, Ludlow & North Shropshire College.

Everything you need to know about apprenticeships

Our Apprenticeship Handbook for Employers is available to download from our website at www.hlcollege.ac.uk, and then click on "Apprenticeships" under the "Employers" tab on the home page.

The Apprenticeship Handbook for Employers will explain the benefits of taking on an apprentice, the different types and levels of apprenticeship available, the associated costs, how to go about recruiting an apprentice, the services that the college will provide and the responsibilities of the employer.

If you are new to apprenticeships then we would recommend that you read through the handbook first.

Before You Start

Key information you need before you can register on the Apprenticeship Service

- A valid email address and a PAYE account with HMRC. If you do not hold a PAYE account, you must first set one up
- The Government Gateway login details (user ID and password) for your organisation - your payroll or finance department should have your organisation's Government Gateway details
- If your annual pay bill is less than £3 million, you can use the accounts office reference number and employer PAYE scheme reference number
- Authority to add PAYE schemes to the account
- Authority to accept the employer agreement on behalf of your organisation

Reserving Funding (non-levy paying employers only)

If you are a smaller employer, who does not pay the apprenticeship levy, you must reserve funds in the 'finance' section of your Apprenticeship Service account before you start a new apprentice, [or give us permission to reserve funds on your behalf](#).

The reserved funds are available to use from the month of the apprenticeship start date and the following 2 months. The reservation will expire at the end of the 3rd month if you do not use it. You can only reserve for the current or a future month. The reserved funds cannot be used for apprenticeships that started before the reservation was made.

Example

You choose September as the apprenticeship training start date. The funding reservation is valid for September, October and November. Having selected a September start date the reservation can not be used in August or after November.

To stop the reserved funds from expiring, you need to add apprentice details, or give us permissions to do so on your behalf.

Timescales for registering apprentices

To ensure that everything runs smoothly for your apprentice, it is important that you allow for the following timescales;

- The apprentice must be registered on the Apprenticeship Service account within 14 days of the apprenticeship start date
- The apprentice must be approved on the Apprenticeship Service account within 30 days of the apprenticeship start date

How to Set Up and Manage your Apprenticeship Service Account

If you are [new to the Apprenticeship Service](#) then we strongly recommend you follow [Section One](#) below to allow us to set up and manage your Apprenticeship Service account on your behalf.

If you prefer to set up and / or [manage your own Apprenticeship Account](#) then please see [Section Two](#).

If you are a [levy-payer](#) then [Section Three](#) outlines some other features of the Apprenticeship Service available to you.

Video Tutorials

You can view a number of videos provided by the Education & Skills Funding Agency (ESFA) on youtube as follows;

- Registering an account on the Apprenticeship Service - <https://youtu.be/NC3RzRvgoc>
- What is the Apprenticeship Service? - <https://youtu.be/xWUFLAAc4TY>
- Adding users, PAYE schemes and organisations to an account - <https://youtu.be/0Kwz7sl5K1E>
- Reserving apprenticeship funds - <https://youtu.be/mCJxL2ncIrg>
- Adding an apprentice to an account - <https://youtu.be/8DMTHDcrz64>
- Applying for an incentive payment - <https://www.youtube.com/watch?v=RUg0AVLLAHQ>

Section One: Allow us to set up and manage your Apprenticeship Service account on your behalf

If you are registering with the Apprenticeship Service for the first time, **you can choose to give the College permissions to set up and manage your account on your behalf**. Where you already have an Apprenticeship Service account **you can give the College permissions to manage that account on your behalf**

This permission will allow us to:

- create an Apprenticeship Service account for your organisation
- add one or more apprentices to the account as and when you are ready to start them on their apprenticeship
- recruit apprentices on your behalf

You will still need to approve any information we enter on your behalf. We will not be able to view anything else in your Apprenticeship Service account.

Step One – Provide us with some basic details

Complete our Apprenticeship Service Account set-up form, providing your business and contact details and tick the box to **give us permission to start the process for you**.

Step Two – Register your organisation with the Apprenticeship Service (<https://youtu.be/NC3RzRrvqoc>)

You will be sent a unique link from the Education & Skills Funding Agency (ESFA) to the email address you have provided us with. Select this link and follow the instructions to **register with the service**. Once you have registered you can log in to the service and view and access your account.

Step Three – Sign the Apprenticeship Agreement

When you first log on as a registered user for the first time, you will need to **sign the employer agreement** between yourself and the Education and Skills Funding Agency. Click on the “sign an agreement” hyperlink and then “view agreement”.

Click on “Continue to Agreement”, read through the agreement and then scroll to the end and click on “sign now”.

On the next screen you should see confirmation that the agreement has been signed and your spending status has now changed to “spending enabled”.

Step Four – Add your PAYE schemes (<https://youtu.be/0Kwz7sl5K1E>)

You need to **add PAYE schemes to your Apprenticeship Service account** for your organisation. The government use this information to check that you've employed the apprentices that you add to your account.

To add a PAYE scheme click on "PAYE Schemes" on the Home page (under "More") and then click on "add new scheme"

If your organisation uses different PAYE schemes, you can either:

- use one account with all of the PAYE schemes
- have a separate account for each PAYE scheme

You cannot add a single PAYE scheme to more than one Apprenticeship Service account. If you remove your PAYE schemes you will not be able to use any Apprenticeship Service funds in your account.

You can add your PAYE schemes to your account using either your:

- Government Gateway sign in details
- accounts office reference number and employer PAYE reference number

If you need help and advice with this step in the process then please contact us.

Step Five - Grant us permission to manage your account on your behalf.

You can give us permission to manage tasks such as reserving funding (for non-levy paying employers), adding apprentices to your Apprenticeship Service account and creating new vacancies. Please note, final employer approval is required for all tasks.

To give us permissions to do this, sign into your apprenticeship service account and from the home page, select **Training provider permissions**.

Our name, as the training provider, should already be listed if we have initiated the process for you or if your account is already linked to us. If we do not appear then you can link your account to us through the "add training provider details" page, providing the "UK Provider Reference Number" for the college, which is **10003023**

Against "create cohort", select Yes.

Step six – Let us do the rest

All done. Once you have given the permissions, we will be able to reserve funding, add and register apprentices against your account, and manage everything from there.

Please note: Once we have added and registered your apprentice on the Apprenticeship Service account for you, we will send a link for you to approve the registration. [You must approve the apprentice on the Apprenticeship Service account within 30 days](#) of the apprenticeship official start date, otherwise the college will have to discontinue training.

We operate a dedicated employer support service to support you with the whole process and any ongoing queries or issues, so please don't hesitate to contact us.

Section Two: Set Up and Manage Your Own Apprenticeship Service Account

If you prefer to set up and manage your own Apprenticeship Service account then please follow the steps below.

Step 1 – Register with the Apprenticeship Service (<https://youtu.be/NC3RzRrvqoc>)

Go to: <https://manage-apprenticeships.service.gov.uk/>

Follow the instructions to register with the service. Once you have registered you can log in to the service and view and access your account.

Step 2 – Sign the Employer Agreement

When you first log on as a registered user for the first time, you will need to enable your spending by signing the agreement between yourself and the Education and Skills Funding Agency. Click on the “sign an agreement” hyperlink and then “view agreement”.

Click on “Continue to Agreement”, read through the agreement and then scroll to the end and click on “sign now”. On the next screen you should see confirmation that the agreement has been signed and your spending status has now changed to “spending enabled”.

Step 3 – Add PAYE schemes to your account (<https://youtu.be/0Kwz7sl5K1E>)

You need to add PAYE schemes to your Apprenticeship Service account for your organisation or connected organisations. The government use this information to check that you’ve employed the apprentices that you add to your account.

To add a PAYE scheme, click on “PAYE Schemes” on the Home page (under “More”) and then click on “add new scheme”

If your organisation or any of your connected organisations use different PAYE schemes, you can either:

- use one account with all of the PAYE schemes
- have a separate account for each PAYE scheme

You cannot add a single PAYE scheme to more than one Apprenticeship Service account. If you remove your PAYE schemes you will not be able to use any Apprenticeship Service funds in your account.

You can add your PAYE schemes to your account using either your:

- Government Gateway sign in details
- accounts office reference number and employer PAYE reference number

Step 4 – Reserve your Funding (non-levy payers only)

(<https://youtu.be/mCJxL2nclrg>)

As a smaller employer, who does not pay the apprenticeship levy, you must reserve funds in the ‘finance’ section of your Apprenticeship Service account before you start a new apprentice, [or give the college permission to reserve them on your behalf](#).

You will need to know:

- which apprenticeship standard the apprentice will be doing
- what month the apprenticeship training will start

In the “your funding reservations” section of your Apprenticeship Service account, choose the relevant apprenticeship course title by using the search facility box, and then choose the planned start month from the options available.

The reserved funds are available to use from the month of the planned apprenticeship start date and the following 2 months. The reservation will expire at the end of the 3rd month if you do not use it. You can only reserve for the current or a future month. The reserved funds cannot be used for apprenticeships that started before the reservation was made.

On the next page, click “yes, reserve funding now”.

Before the apprentice starts their training, you can change the apprenticeship start date and apprenticeship title.

To prevent the reserved funds from expiring, you need to add apprentice details (see Step 5). [If there are no reserved funds in your Apprenticeship Service account the college will not be able to start the apprentice.](#) In such cases, a new reservation will need to be made.

Under the “your funding reservations” section, your reservations will be listed. There are 3 funding statuses:

- active - you’ve reserved funds, but have not added or saved the apprentice’s details (if you can see ‘add apprentice details’ in your account, then the reservation is ‘active’)
- used – you’ve reserved funds and added the apprentice’s details
- expired – you did not add or save the apprentice’s details to a reservation within the 3 months that the reservation covers

Step 5 – Adding an Apprentice (<https://youtu.be/8DMTHDcrz64>)

Once you have reserved funds (where applicable) and completed the apprentice sign up process with us, you will then need to add the apprentice to your Apprenticeship Service account so that the funds from your account can be used to pay for the training.

On the home page, click on “apprentices”, “add an apprentice” and Start Now.

You will need to know;

- the name(s) of your apprentice(s)
- the College’s UK Provider Reference Number (UKPRN). This is **10003023**

You will also need to make sure that;

- the PAYE scheme that each apprentice is paid through is in your account – check the “PAYE schemes” section in your account

On the “add training provider details” page, provide the “UK Provider Reference Number” for the college, which is **10003023**. On the next page click on “Yes, use HEREFORDSHIRE, LUDLOW & NORTH SHROPSHIRE COLLEGE”

On the next page you can either add the details of the apprentice yourself **or you can ask the College to do this on your behalf** by selecting **I would like my provider to add apprentices**, option.

If you are a non-levy payer wishing to add your own apprentices, then the next screen will ask you to confirm which funding reservation you wish to use. The funding reservation should have already been created in step 4 above and therefore you need to select the funding reservation that is applicable to the apprentice you are adding. If you have not already reserved funding against the apprentice you wish to add, then you also have the option on this page of creating a new reservation, which will take you back to step 4 above.

On the next page you can add the apprentice details, starting with the apprentice’s name and date of birth.

Then choose from the “apprenticeship training course” drop-down list the apprenticeship title and level that you are starting the apprentice on, the planned start and end date for the apprenticeship and the total agreed apprenticeship price. ***These details should already have been agreed between yourself and the College as part of the sign up process. The start and end dates you enter here must be the same as recorded on the Apprenticeship Agreement, and the total agreed apprenticeship (negotiated) price must be the same as that agreed on the Employer financial Information Form, in order to avoid delays and funding issues.***

You are then asked about the “End Point Assessment Organisation” to be used. The End Point Assessment Organisation will normally be advised by the College for a

specific Apprenticeship Standard. In some cases however, the End Point Assessment Organisation will be chosen towards the end of the apprenticeship and will be agreed between the College and yourself. Once agreed, the chosen End Point Assessment Organisation will be recorded in the Commitment Statement.

Finally, click on “save and continue”. The next screen will ask you to approve and submit, adding a comment or instruction as necessary.

The process can be repeated for any additional apprentices signed up for the same or different apprenticeships within your organisation.

Once you have added and sent the apprentice details to the College for approval, we will check that the information matches the details contained within the Apprenticeship Agreement and Commitment Statement. We will then send the record back to you for final approval. The apprentice will then be listed under the “manage your apprentices” section of your account, where you can view approved apprentices or update details of existing apprentices.

We operate a dedicated employer support service to support you with the whole process and any ongoing queries or issues, so don't hesitate to contact us.

Section Three: Applying for an Incentive Payment

As part of the standard government incentives, if you recruit an apprentice who is 18 or under at the start of their apprenticeship, or an apprentice who is aged 19 to 24 who has previously been in care or who has a Local Authority Education, Health & Care Plan (EHCP) then you will receive £1,000 from the government to help towards your additional costs in supporting that apprentice, paid in equal instalments after 3 months and 12 months.

This standard incentive payment is paid direct to the college for us to pass on to you, therefore you do not need to apply for the standard incentive payment through the Apprenticeship Service.

In addition to this standard incentive payment, employers can apply for a payment of **£3,000** for new apprentices of any age who have an employment start date of 1 April 2021 to 30 September 2021. They must have an apprenticeship start date of 1 April 2021 to 30 November 2021.

You can only apply for new apprentices who joined your organisation from 1 April 2021 to 30 September 2021. You cannot apply for an existing employee who joined your organisation before 1 April 2021, even if they started an apprenticeship after this date.

The employer must apply for this additional incentive payment for each eligible apprentice themselves, via their Apprenticeship Service account. We, as the training provider, cannot apply for this additional incentive on your behalf. Payment of the incentive is made in two equal instalments. The first is made when the apprentice has been on programme for over 90 days. The second half of the payment is made when the apprentice has been on programme for over 365 days.

Applying for the Additional Incentive Payment -

<https://www.youtube.com/watch?v=RUg0AVLLAHQ>

Log-in to your Apprenticeship Service account and scroll to the Finances section on the home page. Click on **Apply for the hire a new apprentice payment**

- Read the guidance and information carefully to check that you are eligible for the incentive and then click “start now”. Click “yes” and “continue”
- Select the apprentices you want to apply for. Remember, you can only apply for a new employee who is starting their apprenticeship within the specified dates
- Check the summary screen to make sure only eligible apprentices are listed and confirm
- Read the declaration and then click “Confirm” and “Submit”

You will then be directed to begin adding your company and bank details into the system. You can either do this now or save and add these details at a later date. If you don't have the details to hand you will be directed to an 'Application Saved' screen.

You will be directed to a new set of screens requesting information about your organisation and bank details. Click "continue".

- Add your organisation's name – ensuring you use the legal entity
- Add your organisation's telephone number. (The preference is to include a landline number. Do not include any spaces in the telephone number. Failing this you can include a mobile phone number)
- If you have one, add your organisation's Companies House Number and VAT number
- Confirm whether you are an SME (<250 employees) or not and add your DUNS number (only if you have one)
- Select "continue" to add further address information
- Where inputting email addresses we ask you use generic work emails where possible and avoid personal work or personal non-work emails
- Select the type of bank account applicable to your organization, then click "continue"
- Complete your bank details, and then click "add bank details"

You will now need to add the details of the individual completing this form on behalf of your organisation. In this instance you can use a personal work email address for yourself.

- Once completed, click "continue"
- Review the summary page of all information completed to date
- Provide your acknowledgement that the form has been completed accurately and select the box, then click "submit"

Section Four: Levy Payers

If you are levy payer then the full cost of the apprenticeship is funded from your organisation's levy account, which will be linked to your Apprenticeship Service account when you register with the service. There is no requirement to reserve funding in advance.

Paying for apprenticeship training from your Apprenticeship Service Levy account

Funds from your levy account that are allocated to apprenticeship training will be automatically transferred to the College by the Education and Skills Fundy Agency (ESFA) to pay for the apprenticeship training provided by us, in accordance with the Employer Agreement you signed with the ESFA on registration.

The amount transferred is based on 80% of the total negotiated price of the apprenticeship being paid for, in equal monthly instalments over the agreed planned duration of the apprenticeship, with the remaining 20% being paid on achievement.

For example, if an apprentice has been signed up to a 24 month apprenticeship with a negotiated price of £6,000, £200/month will be taken from your account over 24 months (80%), with the remaining £1,200 (20%) being taken once the apprentice has officially achieved their Apprenticeship Standard.

Section Five: Additional Features of the Apprenticeship Service

View and monitor your funds

On the home page click on "Finance". This will then show the amount of funds you currently have in your account. You can click on "View Transactions" to see previous months' transactions. Clicking on "details" will provide a breakdown of any payments made and any government contributions paid.

Add other connected organisations

On the home page click on "your organisations and agreements". You should see your organisation already listed as eligible to contract with a training provider for apprenticeships, based on the details you supplied during the registration stage.

If you wish to add connected organisations who you are allowing to access and spend

your levy, then click on “add an organisation” and follow the instructions. For a definition and explanation of “connected organisations”, click on the “connected organisations” hyperlink.

Give permissions for other people to access or administer your account

On the home page click on “your team”.

Here you can provide details of other people who are permitted to access or administer your account. There are three levels of permission;

- View information but can't make changes
- Add apprentices and view information
- Accept agreements, view information and manage PAYE schemes, organisations, apprentices and team members

You may wish to add permissions to other people in your organisation to view or to add apprentices or [you may wish to allow Herefordshire, Ludlow & North Shropshire College to add apprentices on your behalf as part of our service to employers](#). To add internal permissions, click on “Invite a new member” to add someone to the account, and then supply their e-mail address and click on the required level of access.

If you wish to provide access to the College to allow us to add apprentices on your behalf, then select [Training provider permissions](#) from the home page, and against “create cohort”, select Yes.

[We operate a dedicated employer support service to support you with the whole process and any ongoing queries or issues, so don't hesitate to contact us;](#)