



# Employers' guide to recruiting an apprentice

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QUALIFICATIONS

Apprenticeships are an effective way to bring new starters or develop staff that are new to the sector, to become professional and skilled members of your workforce who will further benefit your business.

By hiring an apprentice, you'll be providing an opportunity for a budding professional to enter the property sector, receive training and, in most cases, finish with a new career.

Hiring and managing an apprentice is easier than you think, and this guide will answer some of the more common questions you may have when it comes to employing an apprentice.



## WHAT IS AN APPRENTICESHIP?

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An apprenticeship is a real job with training, enabling learners to earn while they learn and achieve recognition against industry recognised standards on completing the apprenticeship.

Some important things to know about apprenticeships are:

- Apprentices can be aged 16 or over
- They can be new or current employees of your business.
- Apprenticeships last from a minimum 12 months and up to five years
- They will learn on the job and study during work hours (with a college or training provider)

- Government funding is available to cover some of their training and assessment costs
- 20% of the apprentice's working hours should be spent on off-the-job training
- You must pay an apprentice the minimum wage rate

Since an apprenticeship is a job, the role you offer to an apprentice must be relevant to the apprenticeship they are training for, and the tasks and responsibilities they undertake must help them develop the knowledge, skills and behaviours they will need to complete the apprenticeship.

# WHAT APPRENTICESHIPS ARE AVAILABLE?

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Apprenticeship standards are the frameworks that an apprentice has to work to in order to be defined and funded as an apprentice. Various levels of apprenticeship standards are available depending on the individual's current skills and qualifications. Below you can see what the apprenticeship levels are equivalent to and which apprenticeship standards currently exist for the property sector.

The level of apprenticeship is broadly equivalent to:

- Level 2: five GCSEs grades A\* to C (9–5)
- Level 3: two A Levels
- Level 4: a higher national diploma

Current apprenticeships available to agents and their apprentices are:

- Level 2 Junior Estate Agent
- Level 2 Housing/Property Management Assistant
- Level 3 Housing/Property Management
- Level 4 Senior Housing/Property Management

However, there are also apprenticeship standards covering a whole range of business and sector-related occupations. You might wish to recruit an apprentice in Customer Services or Business Administration. For further details of what apprenticeship standards are available in England, visit: [instituteofapprenticeships.org/apprenticeship-standards](https://instituteofapprenticeships.org/apprenticeship-standards)

If you are an employer based in Scotland, Wales or Northern Ireland, you can find out more about the apprenticeship systems in your part of the UK at:

- Scotland: [apprenticeships.scot](https://apprenticeships.scot)
- Wales: [businesswales.gov.wales/skillsgateway/apprenticeships](https://businesswales.gov.wales/skillsgateway/apprenticeships)
- Northern Ireland: [nidirect.gov.uk/articles/apprenticeships-explained](https://nidirect.gov.uk/articles/apprenticeships-explained)



The information in this guide relates primarily to apprenticeships within England.

# Stages of apprenticeship

When you decide to recruit, employ and complete an apprenticeship role in your business, the following steps will need to be taken.

## RECRUITING AN APPRENTICE:

- 1 Choose an apprenticeship to offer. This can be one of the apprenticeships listed on page 2, or another from the Institute of Apprenticeships website: [instituteforapprenticeships.org/apprenticeship-standards](https://instituteforapprenticeships.org/apprenticeship-standards)
- 2 Work out whether you are a levy payer and check what funding is available to you: [gov.uk/take-on-an-apprentice/get-funding](https://gov.uk/take-on-an-apprentice/get-funding)
- 3 Find a training provider that offers training for the apprenticeship you have chosen: [findapprenticeshiptraining.apprenticeships.education.gov.uk](https://findapprenticeshiptraining.apprenticeships.education.gov.uk)
- 4 Select the End-Point Assessment organisation to assess your apprentice and grade their result: [gov.uk/guidance/register-of-end-point-assessment-organisations](https://gov.uk/guidance/register-of-end-point-assessment-organisations)
- 5 Advertise your apprenticeship—your training provider may do this for you through the find an apprenticeship service: [findapprenticeship.service.gov.uk/apprenticeshipsearch](https://findapprenticeship.service.gov.uk/apprenticeshipsearch)
- 6 Select your apprentice and make an apprenticeship agreement and commitment statement with them. [gov.uk/take-on-an-apprentice/apprenticeship-agreement](https://gov.uk/take-on-an-apprentice/apprenticeship-agreement)





## THE APPRENTICE'S EMPLOYMENT:

- 1 Read through your chosen apprenticeship standard and ensure the apprentice's job role and responsibilities cover some of the knowledge, skills and behaviours outlined in the standard.
- 2 Allow the apprentice to undertake their required 20% off-the-job training during the working week.
- 3 If required by the standard, ask the apprentice to build a portfolio of evidence of their development and take the necessary numeracy and literacy exams as part of the On Programme Stage, to be ready for End-Point Assessment.
- 4 Have the apprentice complete all necessary tasks and qualifications required for the Gateway stage.
- 5 When ready, book in the End-Point Assessment through an approved End-Point Assessment Organisation (EPAO).
- 6 Ensure the apprentice is fully prepared before the date of their assessment.
- 7 Consider creating a permanent position for them once they have completed their apprenticeship. Remember, the apprentice can freely look for employment wherever they choose. However, since they will have developed in your business, by creating a position for them you will be adding a valuable member to your team.

# APPRENTICESHIP COSTS AND FUNDING

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The costs to an employer are usually as follows:

- The apprentice's wage
- The Training Provider for the apprenticeship (funding available)
- The End-Point Assessment and any resits (funding available)

## APPRENTICE'S WAGE

The minimum amount you must pay your apprentice depends on their age and how long they have been working as an apprentice. The set minimum wages as of April 2019 are:

APPRENTICE	UNDER 18	18 TO 20	21 TO 24	25 AND OVER
£3.90	£4.35	£6.15	£7.70	£8.21

If an apprentice is aged under 19, or aged 19 or over and are in the first year of their apprenticeship, then they are entitled to the Apprentice rate.

If they are aged 19 or over and have completed the first year of their apprenticeship, then they are eligible for the minimum wage for their age. Apprentices that are under 18 and have completed the first year of their apprenticeship are entitled only to the Apprentice rate until they turn 19.

For example: an apprentice that is 17 when they complete the first year of their apprenticeship will still be entitled to earn £3.90 going forwards. An apprentice who is 19 after completing the first year of their apprenticeship will be entitled to earn £6.15 going forwards.

These are only the minimum wages you can offer; most employers offer a higher wage to attract potential candidates.

## TRAINING PROVIDER

You will need to pay for a Training Provider to help your apprentice develop and complete their apprenticeship; but Government funding is available to keep the costs down.

If your company's yearly pay bill is less than £3 million, the Government will cover 95% of costs for the apprentice's Training Provider; the employer will have to cover the other 5%; this is known as co-investment. There are different amounts of funding available depending on the kind of apprenticeship you are offering. You can find out how much the Government will fund your apprentice by checking the apprenticeship standard online.

## END-POINT ASSESSMENT

The cost of the End-Point Assessment (EPA) is usually paid by the Training Provider on the employer's behalf. This means that the Training Provider may include the cost of the EPA in the price they charge to you, but also that the Government funding can be used to pay for the EPA as well.

## OTHER FUNDING

If employing an apprentice aged between 16–18 years old, or a 19–24 year old who has previously been in care or has a local authority education, health and care plan, then the Government will give the employer £1000 per apprentice that falls into either of these categories. This can be used for additional costs associated with training the apprentice.

If you are a small employer (employing 50 or fewer people) and hiring an apprentice who falls into the categories from the previous paragraph, then the Government will fund 100% of the training cost for the apprentice (up to the maximum funding band outlined in the apprenticeship standard).

If the cost of the Training Provider is above the maximum value of your apprenticeship's funding band, then you will have to pay the difference, without further funding.

Apprentices that do not hold approved level 2 qualifications in English and maths can receive funding to achieve these, or a suitable equivalent qualification, during their apprenticeship. This funding is separate from the co-investment fund.

Government funding can only be used for eligible costs set out by the Training Provider. The funding cannot be used for the apprentice's wages, non-mandatory qualifications, travel costs, uniform allowance or anything else that doesn't contribute to the training towards the apprenticeship standard. For more information go to: [gov.uk/government/publications/apprenticeship-funding](https://www.gov.uk/government/publications/apprenticeship-funding)

# EMPLOYER'S RESPONSIBILITIES

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As an employer, you will be expected to treat your apprentice like a regular employee. This includes not only paying them their regular wage, but also offering the same conditions as other employees working at a similar grade or role, including:

- At least 30 hours work a week
- Paid holidays
- Sick pay
- Other employee benefits (if you provide them)
- Support such as coaching or mentoring (if you provide them)

If an apprentice were to be made redundant, you must also follow the same procedures as you would for making other staff redundant.

The role you offer to an apprentice must give them the opportunity to gain and develop the knowledge, skills and behaviours (KSBs) required to pass the apprenticeship, as outlined in the apprenticeship standard.

This is the case even if your business' day-to-day activity does not include some of the KSBs outlined; be sure to talk to your training provider if you believe there are some parts of the standard you won't be able to cover.

When you have hired you apprentice, you must ensure you sign an apprenticeship agreement (template available on GOV site) with them, which should outline:

- The apprenticeship standard they will work to
- The length of their employment
- The training you will provide them
- Their working conditions
- The qualifications they will work towards



[gov.uk/government/publications/apprenticeship-agreement-template](https://www.gov.uk/government/publications/apprenticeship-agreement-template)

You must also sign a commitment statement (template available on GOV site) along with your apprentice and the Training Provider, which should include:

- The planned content and schedule for training (including off-the-job training)
- What is expected and offered by the employer, the training provider and the apprentice
- How to resolve any queries or complaints



[gov.uk/government/publications/apprenticeship-commitment-statement-template](https://www.gov.uk/government/publications/apprenticeship-commitment-statement-template)



# TRAINING PROVIDER'S RESPONSIBILITIES

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As an employer, it will be up to you to choose which training provider to use in supporting your apprentice. To find a training provider visit [institute-for-apprenticeships.org/apprenticeship-standards](https://institute-for-apprenticeships.org/apprenticeship-standards) and choose which apprenticeship standard you are interested in, then select 'find apprenticeship training providers that deliver this standard'. From there, you can enter your postcode to see which training providers you are able to use. Training providers can offer several options to deliver training to your apprentice, these are:

- Day release: training at the training provider's location one day at a time
- Block release: training at the training provider's location for weeks at a time
- At your location: the training provider comes to your workplace or provides training through a Virtual Learning Environment

Which provider you pick may depend on their location to you, what training options they offer and, importantly, what reviews they have from other employers or OFSTED reports.

Once you have picked a training provider, they should:

- Negotiate the costs of training, preferably in line with the funding band
- Discuss what apprenticeship is best for you and your business
- Help recruit and advertise for an apprentice
- Create a training plan that fits yours' and the apprentice's needs
- Train the apprentice according to the standard
- Update you on the apprentice's progress and advise on their ongoing support
- Arrange payment of the End-Point Assessment (EPA)

You should ensure that the responsibilities you give the apprentice and the knowledge, skills and behaviours that the training provider will develop with the apprentice covers everything that is set out in the apprenticeship standard.



# OFF-THE-JOB TRAINING

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During the apprenticeship, an apprentice must dedicate at least 20% of their working hours to off-the-job training. This is defined as training that the apprentice undertakes for the purpose of achieving the necessary knowledge, skills and behaviours (KSBs) referenced in the apprenticeship agreement and apprenticeship standard.

This is different to on-the-job training, as there may be tasks that your apprentice is required to undertake as part of their role, which may not link to the KSBs they need to develop.

Since off-the-job training needs to be taken during work hours, you must allow the apprentice to undertake the training during their normal work hours, or if the training takes place outside work hours (such as an evening lecture), then you must treat this as extra work hours and give them time off in lieu or additional payment for the extra hours spent off-the-job training.

In most cases, the training provider will offer a plan of off-the-job training for the apprentice to undertake, but you may suggest training to the provider that you wish the apprentice to undertake. As long as the training is done during work hours and teaches them the necessary KSBs, it will be allowed.

For an apprenticeship that lasts for 12 months, with the apprentice working 30 hours a week, at least 278.4 hours of the apprenticeship would need to be dedicated to off-the-job training.

If you were to have your apprentice take a Level 3 Propertymark Qualification during their work hours, this would account for an average of 120 hours of the required training.

Remember that an apprentice's off-the-job training does not need to take place outside their place of work. There is no reason they can't undertake their training in the office or at their desk, as long as it forms part of their off-the-job training.

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## QUALIFICATIONS

Our qualifications are delivered by distance-learning and cover basic, to more advanced aspects of property sales, lettings and management.

By offering your apprentice the chance to study for their Propertymark qualification during work hours, you can fulfill part of the off-the-job training requirements and, depending on which qualification they study, give them the opportunity to become a membership of ARLA Propertymark, NAEA Propertymark or NAVA Propertymark.

We offer the following qualifications:

- Level 2, 3 or 4 in Residential Letting and Property Management
- Level 2, 3 or 4 in the Sale of Residential Property
- Level 3 in Commercial Property Agency
- Level 3 in Real Property Auctioneering



Check our website to see how they fit your chosen apprenticeship standard: [propertymarkqualifications.co.uk](https://propertymarkqualifications.co.uk).

### END POINT ASSESSMENT ORGANISATION (EPAO)

The EPA is how the apprentice will complete the apprenticeship, therefore, the EPAO is an important factor. The EPAO you choose must be part of the Register of End-Point Assessment Organisations (RoEPAO) and must be approved to offer assessments for your chosen standard.

EPAOs must be independent of both the training provider and the employer to ensure that the apprentice is assessed objectively.

Propertymark Qualifications are currently an EPAO for the Junior Estate Agent apprenticeship standard. You can register for your apprentice's EPA on the website today.



Find out more about the EPA and how to book yours at: [propertymarkqualifications.co.uk/apprenticeship-epa](https://propertymarkqualifications.co.uk/apprenticeship-epa)

# Apprenticeship standard

The standard confirms what kind of apprenticeship you can offer. Your apprentice needs to follow the assessment plan outlined by an approved standard, otherwise they will not be able to pass their apprenticeship.

Finding a standard is the first step of creating an apprentice role for you to advertise, but also outlines important factors of the apprenticeship you'll need to be aware of, including:

- Level: from 2–4
- Typical duration: how long the apprenticeship should last for (minimum 12 months)
- Maximum funding: the cap on how much money the Government will put towards training
- Knowledge, skills and behaviours (KSBs): what the apprentice will have to learn
- Assessment plan: how the End-Point Assessment will be conducted

You can see a list of available standards at: [instituteofapprenticeships.org/apprenticeship-standards](https://instituteofapprenticeships.org/apprenticeship-standards)

## EXAMPLE STANDARD

The Junior Estate Agent standard has been created to allow apprentices a route into estate agency, with a comprehensive standard that expects them to cover all aspects of being an estate agent.

Taking this as an example, from the apprenticeship standard web page we can find out the following information:

- Apprenticeship Standard: Junior Estate Agent
- Level: 2 (equivalent to five GCSEs at grades A\* to C or 9–5)
- Typical duration: 12 months
- Maximum funding: £4000
- KSBs: valuation, legal/compliance, constructions and defects, negotiation, customer care and more.
- Assessment plan: scenario-based task and professional discussion around estate agency and the apprentice's experience.

From the web page of your chosen apprenticeship standard, you can also search for training providers who will deliver this standard and an End-Point Assessment Organisation who can deliver an appropriate assessment.

You can view the standard for yourself here: [instituteofapprenticeships.org/apprenticeship-standards/junior-estate-agent](https://instituteofapprenticeships.org/apprenticeship-standards/junior-estate-agent)