

Apprenticeships Handbook for Apprentices

Introduction and a welcome to the 'wonderful world of apprenticeships'

Skern Training and Skills offers support to your employer in designing, managing, and delivering the best apprenticeship provision just the way they want it. But we are also here to support you as an apprentice starting with getting you on the right apprenticeship with the right employer in order to support you with your chosen career path.

We pride ourselves in getting to fully understand the needs of yourself as the Apprentice, to understand what support you might require, to understand what your aspirations are, what you hope to get out of the apprenticeship and to support you with the next steps after completing your apprenticeship. This could be progressing onto the next level of apprenticeship in your chosen area, a move into further education at a local college, to progress onto higher education or to help you secure that dream job!

We know that a well-managed apprenticeship allows you to focus on improving your overall knowledge, skills and behaviours ensuring your energy, determination and talent is fully utilised within the workplace.

The purpose of this handbook is to provide current and future apprentices with a brief overview of the requirements of an apprenticeship programme with STS

Please visit our website for additional information
www.skerntestingandskills.co.uk



*Level 3 Outdoor Activity Instructor apprentices at
Grosvenor Hall, Ashford, Kent - February 2022*

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Skern Training and Skills (STS)

Our Vision, Mission & Values

Vision -

Skern Training & Skills aims to provide life changing adventures for customers delivering excellence in its courses & services. We achieve this through the delivery of high-quality employer-led apprenticeship & behavioural courses supporting learners, employers & other providers to offer its considerable experience in training & development.

Mission - Deliver Life Changing Adventures

- Deliver high quality customer experience
- Drive team engagement
- To provide excellence in courses and services
- Actively seek to maintain and increase business
- Maintain financial health

Values - Integrity, Courageous, Inclusivity, Nurture

How we achieve these:

- We contribute to our customers' success
- Seeking to understand our customer's real needs
- Tailoring our programmes, using customer's opinions and ideas to improve our services
- Providing a life enhancing experience in a safe, relaxed, and friendly environment
- Providing outcomes that contribute to the customers goals
- We continue to develop our staff team
- Respecting one another and the differing needs of individuals
- Being professional in all areas
- All contributing to an open, friendly, and honest environment
- Taking pride in our achievements

Frequently asked questions by new apprentices

What is expected of me as an apprentice?

A great question, put simply to turn up to work and training days on time, follow instruction from your employer or trainer, always wear the correct protective equipment to keep you safe, complete work as set, ask LOTS of questions and if unsure of anything then do ask again!

This is your apprenticeship, we want you to enjoy it so please take YOUR time to talk to the STS team if you are unhappy or have any concerns, no matter how small they might seem – that's our job to help get you through and achieve great things.

How long is an apprenticeship for?

The minimum duration of any apprenticeship is 12 months and one week, however the length of all apprenticeships do vary for several reasons. We will discuss this with you in more detail so creating an apprenticeship that is individualised to you and your employer.

What are my legal rights with my employer?

Apprentices have the same employment rights as other employees within the same organisation working at similar grades or in similar roles. This includes:

- Paid holidays
- Sick pay
- Any benefits you offer such as childcare voucher scheme

What can I expect to get paid?

There is a national minimum wage for apprentices aged 16-18 – visit www.gov.uk/apprenticeships-guide for the latest details. You may earn significantly more as you progress through your qualifications (depending on the career route you choose). If you are an apprentice aged 19+ you may start at the national apprentice minimum wage for the first year and then go on to the national minimum wage and progress from there. If you are already employed and start an apprenticeship, your wage should not change.

Who do I talk to if there are any issues?

There is a wide support network available to you, you will be allocated your own trainer to support and guide you throughout your apprenticeship. Anyone of us at STS are here to listen and support.

What if I am off work due to sickness or injury?

If you are off work with sickness or injury, you must tell your employer and if you are due to see your trainer or attend a training day on the day you are ill, be sure to let us know as early as possible on the first day of absence.

Top tips for getting the most out of your apprenticeship

As with most things in life you get out what you put in and this certainly applies to your apprenticeship and in setting you up for your future career pathway.

Before you start your apprenticeship

Find out as much about the apprenticeship you are thinking of doing, it has to be right for you as an individual for you to get the most out of it and complete in a timely manner.

- Try talk to past or current apprentices to see how they have got on. We can create a link here if required.
- Research the company you are looking to work for and the job role you are looking to apply for. Is this right for you?

On your working days

- Always arrive on time
- Be dressed appropriately
- Remember, you are an employee just like everyone else
- Always ask questions or ask for help if needed
- Take opportunities to observe experienced staff in the business
- Remain enthusiastic about the jobs you are doing
- You will be asked to complete a wide range of tasks; they will not always be glamorous but important that as an apprentice that you try your best and show a positive attitude.
- Join in the tea round! Teamwork and getting involved is important
- If you are unwell or unable to go to work, then let your employer know as soon as you know.

On training days

- Be dressed appropriately
- Bring pen and paper for taking notes
- If you have a smart phone, then please bring this to help with uploading evidence to your Bud account.
- If you have a laptop (optional) then this will come in useful at key times throughout the week.
- Be prepared having completed work set
- If unsure then please ask your trainer, we are here to help
- Complete work set by the hand in dates, if you need help with any work or again unsure of what's required then please ask, that's what we are here for.

Next steps

Its never to early to think of your next steps, if there is an opportunity to progress into higher level apprenticeships or education in another form or to progress into full time employment then do talk to your trainer and share your thoughts and ideas, we might be able to help you with these next steps.

What are apprenticeships?

Apprenticeships are a great alternative to full time education, instead of purely classroom based study your apprenticeship helps build up work based skills such as communication, team working, improving your overall knowledge, skills and behaviours whilst working alongside experienced colleagues.

An apprenticeship is a paid job which allows you to develop the skills, technical knowledge and experience to help you develop your career. You will learn practical skills in the workplace, develop your technical knowledge through formal 'off the job' training and be able to gain experience whilst working alongside your employer.

Your apprenticeship can usually be started at any point during the year and are not restricted to an academic calendar. At STS we will look to agree with your employer a start date to meet their business needs. There are a wide range of apprenticeships to choose from. Apprenticeships are very much like normal jobs, with the training and qualifications forming 20% or a minimum of 6 hours per week of the contracted hours over the course of the apprenticeship. Apprenticeships are a way for individuals to earn while they learn, gaining valuable skills and knowledge in a specific job role.

Apprentices need to be aged 16 or over and combine working with studying to gain skills and knowledge in a specific job. Apprentices can be new or current employees. You must pay the apprentice at least the minimum

You must:

- Work with experienced staff
- Learn job-specific skills
- Get time for training or study during their working week (at least 20% of their normal working hours)

How do apprenticeships work?

You must spend at least 20% of your time or a minimum of 6 hours per week on off-the-job training. However, you may need more than this if, for example, you need training in English and maths. It is up to your employer and training provider to decide how the off-the-job training is delivered.

It may include regular day release, block release and special training days or workshops as agreed between the employer and the STS team. It must be directly relevant to your apprenticeship standard and can be delivered at your normal place of work if it is not part of normal working duties. It can cover practical training such as shadowing, mentoring, industry visits and attending competitions.

We also have some lessons taught online with e learning packages included on all programmes, if you don't have access to a computer at work then we will need to see how we can support you with this.

What does your apprenticeship standard consist of?

1. Initial advice and Guidance
2. Interview with employer/ STS. Either online or face to face
3. Apprentice to carry out Initial Assessments online to include Maths and English and a Cognassist neurodiversity assessment
4. Apprentices sign up to the apprenticeship with their STS Trainer - Online or face to face
5. Employment starts with the employer – Workplace induction to take place and induction/welcome carried out separately to the Apprentice by the STS trainers
6. Teaching/training starts and dates for the year are put into the diary – face to face, online teaching, e-learning, observations within the workplace
7. Gateway - confirmation you are ready for your end point assessment
8. End Point Assessment – an exam or formal assessment at the end of your apprenticeship

Twelve weekly reviews take place with the trainer, apprentice, and employer either online or face to face. This is to make sure everyone is happy with how things are going and that the Knowledge, Skills and Behaviours are improving and being met by yourself.

Progression and next steps following the apprenticeship will also be discussed throughout the year – this might include progression into employment with your employer, into employment elsewhere or to move into full time education?

At the end of your apprenticeship

Your trainer will complete a final review with you and your employer (Triparty agreement) to confirm that you are ready to go through `Gateway` and so get booked onto your final End Point Assessment (EPA) with an independent assessor.

This is an exciting time for you to showcase all your hard work and the knowledge and Skills gained. Please don't worry about this, by the time you get to this stage you will be super confident with what you will be assessed on and your trainer will support and encourage you all the way.

What support will you have from STS and your employer

- Your employer will fully understand their requirements as an employer and how to best train and support you as required within the apprenticeship standard.
- You will have a trainer allocated to working with you, teaching face to face or online, supporting you with your e-learning, observing you at work or just being there for a chat.
- We have a team to offer extra support to any learner who has declared an Additional Learning support need
- Regular one to ones with your trainer and employer
- Access to our apprentices Padlet page, to give you extra reading, training, useful YouTube clips to watch and support you within your apprenticeship.
- All the STS team are trained and able to support with any Safeguarding concerns that might be raised.

Our commitment to employers and to yourself as an apprentice

Conduct the following checks with the employer:

- The employer has a contract of service with the apprentice which is long enough to complete the apprenticeship successfully (including end-point assessment).
- The employer and the apprentice have signed an apprenticeship agreement.
- The employer is paying the apprentice a lawful wage.
- The employer has agreed that the apprenticeship is the most appropriate learning programme for the individual.
- The employer acknowledges that the apprentice requires at least 20% or a minimum of 6 hours per week off-the-job training over the duration of the training period.
- The employer will allow the apprentice to complete their off-the-job training during normal working hours (including English and maths if required).
- The employer will give the apprentice appropriate support and supervision.

Devise a plan of training, for agreement by all three parties, taking account of the following:

- An initial assessment of your pre-existing knowledge, skills and behaviours (prior learning), against those required to achieve the apprenticeship.
- Your current English and maths working level.
- Any learning support needs.
- The minimum off-the-job training requirement.

Supporting of off-the-job training as detailed within your training plan

- Your employer will offer an induction programme that explains the plan of training and introduces you to your job role and responsibilities.
- STS will provide appropriate learning materials to the apprentice.
- STS will report apprentice non-attendance to scheduled training sessions to the employer.
- STS will ensure the quality of delivery through regular observations of teaching and learning, and apprentice/employer feedback.
- Ensure that quality Information, Initial Advice and Guidance (IAG) is offered to the apprentice in relation to all aspects of the programme of learning and that where IAG cannot be provided, the main provider will signpost the apprentice to other sources and organisations, to agree milestone dates with the apprentice that are realistic, achievable, and challenging.
- Make regular visits and contact with the apprentice to ensure that progress is made against the agreed milestones and overall planned achievement date.
- To quality assure the teaching, learning and assessment delivered to the apprentice.
- Provide any certification as agreed with the employer/apprentice and/or required by the apprenticeship.
- Lead the tripartite progress reviews with the apprentice and employer. (12 weekly)
- Update the training plan in consultation with the employer and apprentice as and when required.
- Agree, with the apprentice and employer, when learning is complete, and the apprentice is ready to undertake the end-point assessment.
- To make reasonable efforts to secure alternative employment for the apprentice if made redundant by the employer.

What types of apprenticeship are available to you within STS?

Our experienced team offer high quality apprenticeship training ensuring you gain the knowledge, skills & behaviours required to succeed.

Skern is an established and trusted name within training and development, providing fantastic learning experiences throughout its history. We understand entirely the knowledge, skills and behaviours required for an apprentice to excel within their organisation & we employ a passionate and highly experienced training delivery team full-time to ensure high quality.

What an Apprenticeship with Skern Training & Skill can include:

- A tailor-made programme to deliver your apprenticeship
- A residential behavioural training course if required
- An End-to-End digital Apprentice Management System partnering with Bud
- English & Maths Functional Skills supported by BKSB
- To support learners requiring Additional Learning support (ALS)
- An in-depth additional learning needs analysis & support through Cognassist

We offer Apprenticeships from Level 2 to 5 in:

- Business and Admin
- Hospitality and Catering
- Agriculture
- Early Years
- Outdoor Education



Apprenticeship Level	Equivalent
2	5 GCSE Passes at grade A* / 9 to C / 4
3	2 A Level Passes
4 & 5	Foundation Degree and HNC/D
6	Bachelor's Degree
7	Master's Degree

What you can expect from your employer

STS have experience with supporting and setting up employers, the list is not exhaustive but covers the main points needed to ensure the apprenticeship is a success for you as the apprentice.

- To give you a Contract of Employment
- Pay at least the minimum wage for apprentices
- Assist the apprentice with their development as much as possible, to the reasonable satisfaction of STS and in line with ESFA www.gov.uk/government/organisations/education-and-skills-funding-agency
- Always ensure adequate competent supervision by experienced staff is in place
- Inform STS if the apprentice is unable to attend a training day before 9am on that day by e mailing the registers e mail explaining why
- Support your apprentice in gaining their training qualifications
- Give appropriate on-the-job work experience and training – including time for off on the-job learning
- Ensure enough time for them to achieve their training objectives
- Allow agreed access to STS staff for agreed visits for training including and Functional Skills training
- Be involved in the 12 weekly progress reviews
- Provide a safe working environment
- Provide Health & Safety induction training
- Work with STS to ensure the safety and wellbeing of the apprentice
- Hold current employers and public liability insurance and vehicle insurance where appropriate
- Provide protective equipment (PPE) in accordance with statute and good occupational practice
- Encourage the apprentice to complete e learning material as set within the required time
- Maths and English as well as Cognassist engagement is critical for those apprentices working on these areas. The employer is asked to support, encourage, and provide time each week for this work to be completed. Usually, a maximum of four hours per week is required as a guide.
- Enter into an Apprenticeship Agreement for a fixed term of at least 372 days for at least 30 hours per week
- Ensure a minimum of 20% or 6 hours per week of off-the-job training is delivered each month as per the

Off-the-job training explained

All apprentices enrolled on an Apprenticeship Standard with STS are required to spend 20% of their contracted hours on 'off the job' activities.

'Off the job' training is defined as training that takes place in addition to your normal working duties, to support you in achieving the Apprenticeship Standard. This training can take place in your workplace or on your training day.

Apprentices working full-time would normally spend approximately 1 day per week or 7.5 hours on 'off the job' training activities. The off-the-job training allocation is calculated over the whole period of your apprenticeship and so the weekly hours can be varied as long as the overall off-the-job is achieved prior to the end of your apprenticeship.

Examples of off-the-job training

There are many types of off-the-job training. For example:

- Attendance on agreed training days
- Shadowing
- Industry visits
- Research
- Conferences
- Writing assessments, completing e learning tasks as set by the STS Trainers.
- Coaching
- Writing assignments
- Team meetings that include training
- Completion of a reflective journal
- Industry visits

Where will your training take place?

All training must take place during the apprentice's normal working hours; however, the location of the training may vary depending on the agreed delivery model between yourself and STS.

English and Maths Functional Skills

All apprenticeships include Functional Skills English and maths which provide further development in these work related skills. All apprentices will complete an initial assessment of both, their English and maths skills before we sign you up. For those apprentices who need to gain a Functional Skill, we use a platform called BKSB (Basic and Key Skills Builder) which identifies the competence levels to which you are presently working and builds on those skills, in preparation for your summative assessment. Please look out for the link to BKSB which will be sent after your initial interview.

If you have already achieved qualifications in English and maths, to the required standard, you may be exempt from completing a Functional Skills qualification as part of your apprenticeship. If this is the case, your Trainer will continue to work with you to develop your English and maths in the workplace. Functional skills are embedded into your apprenticeship so that you can continue to develop these skills to a higher level. We will, however, need to have evidence of you having achieved the required level at the start of your apprenticeship.



Digital Cognitive Assessment

All apprentices are required to complete an online Cognassist assessment prior to or shortly after sign up. As with BKSB we will send you a link to complete this. Cognassist is a tailored learning platform designed to suit a learners specific learning preferences. If you match for Cognassist support, it will enable your Trainer to identify any specific hidden learning needs and personalise your learning journey, to empower you to achieve your full potential as an apprentice.



Safeguarding and reporting concerns

Safeguarding is a term used to describe the duties and responsibilities that those providing education and training must carry out to protect individuals from harm and to ensure they feel safe. Safeguarding includes online safety, sometimes referred to as e-safety.

STS is committed to safeguarding and promoting the welfare of all learners including children, young people and adults at risk (formerly referred to as vulnerable adults). Where apprentices are under 18 years of age, we encourage employers to look at the issue of Safeguarding. Safeguarding is the process of minimising the risk that young people are subject to including bullying or abuse in the workplace.

If ever you think you are being bullied, harmed, or abused or you have a prevent related concern, you should report it as soon as possible. You could:

1. Contact your trainer or anyone in the STS team
2. Report a safeguarding concern through speakupspeakout@inspiring-learning.com
3. E mail our safeguarding lead shona.mclean@inspiring-learning.com
4. Talk to your employer or mentor

If the concern is urgent then you should call 999

All STS apprentices are offered a Level 1 or Level Safeguarding qualification depending on your job role and apprenticeship

Prevent and Channel

The purpose of Prevent is to safeguard vulnerable people from becoming terrorists or supporting terrorism, by engaging with people who are vulnerable to radicalisation and protecting those who are being targeted by terrorist recruiters.

Channel is a voluntary, confidential programme which operates throughout England and Wales to safeguard people identified as vulnerable to being drawn into terrorism

homeofficemedia.blog.gov.uk/2019/11/05/factsheet-prevent-and-channel/

Prevent is one part of the UK's Contest Counter Terrorism Strategy. It includes four sections:

- Pursue: to stop terrorist attacks
- Prevent: to stop people becoming terrorists or supporting terrorism
- Protect: to strengthen protection against a terrorist attack
- Prepare: to mitigate the impact of a terrorist attack

As an STS apprentice we will offer training and support around the Prevent agenda and so raising your awareness of the Prevent strategy and keeping you up to date with any updates locally or nationally.

Equality and diversity

Skern Training and Skills is fully committed to promoting equality and to eliminating direct and indirect discrimination and disadvantage in the workplace.

All staff including apprentices are expected to play an active role in the implementation of our equality & diversity policy.

Definition of equality and diversity

Diversity means having a mixture of different people. They can be different because of their race (which includes colour, nationality and ethnic or national origins), age, sex, religion or belief, sexual orientation, disability, pregnancy and maternity, marriage and civil partnership or gender reassignment. Accepting diversity means being open to people's differences. By doing this we can recognise the talent and potential that people from all different backgrounds have to offer.

Equality in the workplace is about ensuring the equal treatment of people irrespective of social or cultural differences. These can be along the dimensions of their race (which includes colour, nationality and ethnic or national origins), age, sex, religion or belief, sexual orientation, disability, pregnancy and maternity, marriage and civil partnership or gender reassignment.

We all have a duty to act in accordance to not treat people less favourably than others because of their:

- Age
- An actual, suspected, or perceived disability
- Gender reassignment
- Marital or civil partner status
- Pregnancy or maternity/paternity
- Race (which includes colour/nationality,ethnic or national origin)
- Religion or similar belief
- Sex
- Sexual orientation

British values

STS is committed to equality of opportunity for its staff, apprentices, employers and all members of the community. We value difference and diversity, we respect all our people for their individuality, abilities and aspirations.

The five British values are:

- Democracy
- The rule of Law
- Individual liberty
- Mutual Respect
- Tolerance of different faiths and beliefs

Our responsibility

- Promote equal opportunities throughout the training process.
- Help apprentices to become valuable and rounded members of society who treat others with respect and tolerance, regardless of background.
- Promote to apprentices the basic British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those of different beliefs and faiths.
- Ensure young people understand the importance of respect and leave their apprenticeship fully prepared for life in modern Britain.
- Celebrate difference and promote diversity. Encourage an understanding of the difficulties other cultures face where such values are not respected.

Employers responsibility

- Comply with equal opportunities legislation.
- Minimises the risk of exposure to bullying, grooming, radicalisation, or abuse to learners.
- Have well-developed strategies in place to keep learners safe and to support them to develop their own understanding of these risks and in learning how to keep themselves and others safe.
- Oversees the safe use of technology and acts immediately if they are concerned.
- Encourage any learners who do not feel safe or see anything that they feel may pose a risk or threat, to report this immediately with the knowledge that their complaint will be investigated thoroughly and with the utmost confidentiality threat, to report this immediately with the knowledge that their complaint will be investigated thoroughly and with the utmost confidentiality.

Your responsibility as an apprentice

- Co-operate with employer to ensure equal opportunities and non-discrimination.
- Treat all colleagues in a fair and non-discriminatory way.
- Not harass or intimidate staff, guests, or employees.
- Inform your employer or trainer if you feel that any form of discrimination has taken place be investigated thoroughly and with the utmost confidentiality.

Health and safety checklist

The employer has the primary responsibility for the health and safety of you and others and should be managing any significant risks. As the training provider, STS take reasonable steps to satisfy that the employer is doing this.

Under the Management of Health and Safety at Work Regulations your employer has a responsibility to ensure that people employed by them are not exposed to risk due to:

- **Lack of experience**
- **Being unaware of existing or potential risks and/or**
- **Lack of maturity**
- **An employer must consider:**
- **The layout of the workplace**
- **The physical, biological, and chemical agents they will be exposed to**
- **How they will handle work equipment**
- **How the work and processes are organised**
- **The extent of health and safety training needed**
- **Risks from particular agents, processes and work**

Apprenticeship rates of pay

You are entitled to the same protection under the law as any employee, but you also have a legal duty to obey safety rules at your work placement.

Protective clothing and safety equipment must always be used where specified. If special protective equipment, or safety equipment is necessary, then it must be provided free of charge to the apprentice by the employer.

You also have a duty of care to your employer and other employees in the workplace. This applies also when at the training centre.

If you have an accident, you must report it to your workplace supervisor and make sure it is recorded in the accident book. Any accident, however minor, must also be reported to your trainer immediately

What do some of our apprentices think of their trainers?

We recently asked all our apprentices for some feedback on how they thought their trainers have supported them, see what you think.

“Deb is the best.”

“Adam Oxley is very supportive towards everyone and is a great trainer.”

“Shona is patient with our questions and the time it takes for us to complete tasks to a high standard while adjusting the pace of the session to each of our needs.”

“Our trainer Matthew Morgan is constantly trying to tailor our work to help motivate us and is always willing to help and make the new learning fun.”

“Deb is amazing, she supports us and helps us work in the way that works the best for us.”

“Shona has been very helpful and patient throughout the course giving lots of advice and feedback when I’ve needed it in order to help me improve and develop my skills and performance as an instructor.”

“Deb has been very helpful and understanding when I have needed help on tutorial work.”

“Matt is a great trainer, he is aware of our individual needs and keeps us engaged by doing regular outside activities, and giving us the opportunity to be creative. He cares about our progression within the outdoors, and not just within Kingswood, which is refreshing and encouraging.”

“Everyone has been extremely patient and helpful including Aaron, Russ, Simon, Matthew and Ed.”

“Thank you for this amazing opportunity.”

“Adam has been amazing, an integral part of my apprenticeship journey so far - thank you, we will all miss you!”

“Andy has been amazingly supportive in getting me set up on the course, still have nightmares about frogs however!”

“Matt (our trainer), not only has a passion for teaching but he also genuinely cares about our comments and feedback and I like to think he takes all of it onboard. He genuinely is trying his hardest to be motivational even when the work is far from ground-breaking or exciting.”

“Everyone has been extremely patient and helpful including Aaron, Russ, Simon, Matthew and Ed.”

“Deborah Beuzeval has wonderful patience with all of the apprentices. Her overall joy and passion for her job makes it a pleasure working with her.”

Student extra card

Follow the link below if you wish to join and to see what the benefits are.

www.apprenticeextra.co.uk ←

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Photograph Christopher Burns

Contacting STS

Please contact any member of STS if you have any questions. We are here to work closely with you and to ensure you receive an outstanding experience with high quality training and support.

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www.skerntestingandskills.co.uk



STS Team, 2022