



Employer Apprenticeship Service User Guide

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Whilst every effort has been made to ensure the information in this guide is accurate, occasionally circumstances change beyond our control and there may be amendments.

For the latest information please visit our website or contact the team directly.

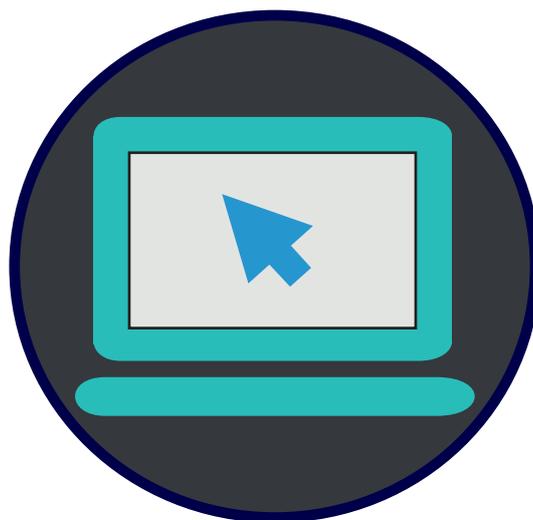
▶ Welcome to South Devon College's Employer Apprenticeships Service User Guide

Before you get started

In order to make sure everything goes smoothly for your apprentice and in accordance with our terms and conditions, it is important that you as the employer, either Levy Payers or SMEs, complete the process on the Digital Apprenticeship Service Account within the following timescales.

Please register the apprentice with the Digital Apprenticeship Service Account within **14 days** of the apprenticeship start date.

Please approve learners within **30 days** of the apprenticeship start date.



▶ Benefits of having a Digital Apprenticeship Service Account

Simplify the management of your apprentices by going digital

- ▶ Access to your apprenticeships data from anywhere, at any time
- ▶ Set permissions for your training provider to complete tasks on your behalf
- ▶ See your apprentice's course details
- ▶ Make quick and easy amendments to your apprentice's details
- ▶ See completed payments in one place
- ▶ Find out what other apprenticeships South Devon College can offer for different areas of your business

If you need help setting up your new Digital Account, please contact a member of the South Devon College Apprenticeship team on **08000 380123** or email **employers@southdevon.ac.uk**

▶ Getting Started

Setting up your Digital Apprenticeship Service Account:



Firstly you will need to get your organisation set up on the Apprenticeship Service.
Go to [gov.uk/guidance/manage-apprenticeship-funds](https://www.gov.uk/guidance/manage-apprenticeship-funds)



Once you have set up your organisation then you need to go to: accounts.manage-apprenticeships.service.gov.uk/service/index



Once you have logged in you can set up other users, manage your apprenticeship delivery and review your training expenditure.

The screenshot shows the user interface for the Digital Apprenticeship Service. At the top, there is a navigation menu with links for Home, Finance, Recruitment, Apprentices, Your team, Your organisations and agreements, and More. Below the menu, the account ID is displayed as BR46LR, and the user is identified as South Devon College. A link to 'View saved favourites' is visible. A prominent blue banner contains the message 'Accept your agreement to access apprenticeship funding' and provides instructions to accept the agreement with the Education and Skills Funding Agency. A 'Tasks' box indicates that the user has no tasks. Below this, the 'Apprenticeships' section offers options to manage apprentices, recruit, and find training. Specific links for 'Apprentices', 'Recruitment', 'Training provider permissions', and 'Find apprenticeship training' are provided.

► Set Permissions

Make things easier, let us complete this on your behalf.

If you want South Devon College to raise cohorts on your behalf you will need to go to the home page and select **Training Provider Permissions**. You will be shown a list of the training providers you are connected with. You will also be able to add a training provider.

By selecting the relevant provider you can allow for cohorts and vacancies to be created on your behalf. We highly recommend you choose this option, so your training provider can complete tasks on your behalf. Overall approval will always be forwarded to you to complete.

The screenshot shows the 'Set permissions' page within the GOV.UK 'Manage apprenticeships' interface. The page title is 'Set permissions'. Below the title, there is a sub-header: 'You can allow SOUTH DEVON COLLEGE to do tasks on your behalf, this can include creating vacancies, reserving funding and adding apprentice records.' Underneath, there is a section titled 'Permissions' with two rows of radio button options. The first row is for 'Create cohort', with 'Yes' selected. The second row is for 'Recruitment', with 'No' selected. At the bottom of the form, there is a green button labeled 'Set permissions'.

Permissions	Yes	No
Create cohort	<input checked="" type="radio"/>	<input type="radio"/>
Recruitment	<input type="radio"/>	<input checked="" type="radio"/>

▶ Your Employer Account

This information on how to set up your Employer Account is suitable for both Levy Payers and SMEs.

Your Team

This section allows you to set up new users and control what they can do on your account. There are currently three options available when setting up a new user, so you will need to think about which staff members will need to perform specific roles in relation to the account.

You can enable your team to:

- ▶ View information (but not make changes).
- ▶ View information and add apprentices.
- ▶ Accept agreements, view information and manage PAYE schemes, organisations, apprentices and team members.

GOV.UK Manage apprenticeships

Your employer account Help Settings

[Home](#) [Finance](#) [Recruitment](#) [Apprentices](#) **[Your team](#)** [Your organisations and agreements](#)

[Home](#) > [Your team](#)

Your team

[Invite a new member](#)

Invite members, control what they can do, remove members and cancel or resend invitations.

Name	What they can do	Status
Sarah Jones sarah.jones@southdevon.ac.uk	Accept agreements, view information and manage PAYE schemes, organisations, apprentices and team members	Active
Sarah Jones sarah.jones@southdevon.ac.uk	Accept agreements, view information and manage PAYE schemes, organisations, apprentices and team members	Active
Sarah Jones sarah.jones@southdevon.ac.uk	Accept agreements, view information and manage PAYE schemes, organisations, apprentices and team members	Active

▶ Your Employer Account

Finance

Under this section, you can see your transaction history and the forecast of your apprenticeship funds over time.

Finance

Current funds	Funds spent since Mar 2019
£0	£71,523
Estimates	
£75,372	£141,466

Estimated total funding for the next 12 months (Based on funds entering your Apprenticeship service account, including the 10% top up)

Estimated planned spending for the next 12 months

How accurate are the estimates?
Estimates are based on details we have about your last levy payment and apprenticeship arrangements, which may not be up-to-date.
You should use additional financial information when planning how to spend your funds.

View transactions	Download transactions
<small>View payments made into and out of your apprenticeship service account.</small>	<small>Download your financial transactions within a specific date range.</small>
Funding projection	Transfers
<small>View funding projection to plan your future spending.</small>	<small>Connect with other employers and send or receive transfer funds.</small>

Finding Training Providers

The **Apprentices** and **Find Apprenticeship Training** sections enable employers to find training providers to deliver their apprenticeships and add information about their apprentices on to the system, either directly or via a training provider they have appointed.

Accept your agreement to access apprenticeship funding

Accept your agreement with the Education and Skills Funding Agency to access funding for apprenticeship training.

[Accept your agreement](#)

Tasks

You do not have any tasks

Apprenticeships

Manage your apprentices, recruit apprentice and set training provider permissions

<p>Apprentices</p> <p><small>Add apprentices, update details of existing apprentices and authorise payments to training providers.</small></p>	<p>Recruitment</p> <p><small>Recruit an apprentice by creating a vacancy. This vacancy will be advertised on Find an apprenticeship.</small></p>
<p>Training provider permissions</p> <p><small>Set training provider permissions and control what tasks they can do on your behalf.</small></p>	<p>Find apprenticeship training</p> <p><small>Search for apprenticeships and see details of approved providers who can deliver the training.</small></p>

▶ Your Employer Account



You can use the **Find Apprenticeship Training** section to search for relevant apprenticeship standards and frameworks for your business by entering keywords in the search box. In the example shown we have used the key word healthcare. You can also filter by the level of qualification you are looking for using the tick boxes on the left.

Click on one of the search results

Find apprenticeship training

BETA This is a new service - your feedback will help us to improve it.

Back

Search results

There are **49** apprenticeships matching your search for "Business Administrator".
Results labelled **beta** are apprenticeships to standards developed by employer groups.

Showing search results for:
Business Administrator

Filter results Sort by Best match

Apprenticeship level

- level 2 (2)
- level 3 (2)
- level 4 (8)
- level 5 (1)
- level 6 (4)
- level 7 (0)

Business and Administration
Level: 3 (equivalent to A levels at grades A to E)
Typical length: 18 months

Business and Administration
Level: 2 (equivalent to GCSEs at grades A* to C)
Typical length: 12 months



By clicking a search result, you can research further into the details of the training, including the typical length, funding cap and entry requirements. If you like the look of the apprenticeship in question, you can click on the green box in the top right to find training providers near you that offer this course. These are listed in order of distance.

Find apprenticeship training

BETA This is a new service - your feedback will help us to improve it.

Back

Business Administrator

Helping organisations become more efficient.

Summary of this apprenticeship standard

Level	3 (equivalent to A levels at grades A to E)
Typical length	18 months
Current funding band	Up to £5,000 per apprentice. More information about funding
Entry requirements	Set by employer.
What apprentices will learn	<ul style="list-style-type: none"> • using IT systems to write emails, create proposals and produce spreadsheets • maintaining records and files • how to build positive working relationships • communications skills • resource planning • project management techniques
Qualifications	None specified. Before taking their end point assessment apprentices must achieve level 2 English and maths (equivalent to GCSE grades 9 to 4 or A* to C)
Professional registration	None specified.

▶ Your Employer Account



The results screen will show details of where they are based, training options and vital stats including:

- Employer satisfaction rating
- Learner satisfaction rating
- Achievement rating
- Whether or not they can offer national training provision

SOUTH DEVON COLLEGE

Training information

Apprenticeship: Business Administrator
Level: 2 (equivalent to A levels at grades A to E)
Training options:
 - day release ✓
 - block release ✗
 - at your location ✗
[Explore training options](#)
Day release: for example one day a week at the training provider's location.
Block release: for example 3-4 weeks at the training provider's location.
At your location: the training provider comes to your workplace.

Achievement rates: no data available

About the apprenticeship

The Business Administration Level 2 Apprenticeship is a practical flexible qualification that is designed to provide your Apprentice with the knowledge and competence to succeed in a business environment. These apprenticeships are an excellent starting point in a company and your Apprentice will gain strong transferable skills that will help progress their career further. Your Apprentice will have the opportunity to harness skills such as problem solving, organising a team, producing documents, managing their own performance contributing to a focused and effective team.

Contact details

Website:
[SOUTH DEVON COLLEGE](#)
[info@sd.ac.uk](#)
Phone number:
 0800 38 0 123
Email:
enquiries@southdevon.ac.uk
Contact page:
[contact the training provider](#)
Address:
 South West Energy Centre,
 Waddox Road, Paignton,
 Devon, TQ4 7BJ



60% of UK employers believe the levy will aid Britain's workforce.



'The Apprenticeship Levy: an untapped opportunity' report, Evolve Learning Group

► Your Employer Account – Information for Levy Payers

Your Organisation and Agreements

All levy-paying employers will need to sign an agreement with the ESFA to enable them to use the funds in their Apprenticeship Service Account to pay for apprenticeship training.

In this section you will be able to sign the agreement, although you will need to establish who has the authority within your organisation to do so.

Once your agreement has been digitally signed, you can go on to add connected organisations (if you are part of a group of connected companies).

Home > Your organisations and agreements

You may see transactions in your account around the 17 October. This is a result of the extra data return providers are required to make in October, relating to training delivered up until 31 July 2019.

Your organisations and agreements Add new organisation

Add each organisation that will contract with your training providers.

There is no restriction on the number of [connected organisations](#) you can add.

[Transfer status: Disabled](#)

You must sign the most up-to-date agreement for all organisations to use transfer functionality.

Organisation	Agreement status	Action	Agreement ID
South Devon College	Updated agreement available	Sign agreement	WXBP185

[Remove an organisation from your account](#)



You can spend the levy on new or existing staff, as long as they meet the criteria to become an apprentice. Apprenticeships take at least one year to complete, and usually apprentices must be employed for a minimum of 30 hours per week which should include at least 20% 'off the job' training.

► Your Employer Account – Information for Levy Payers

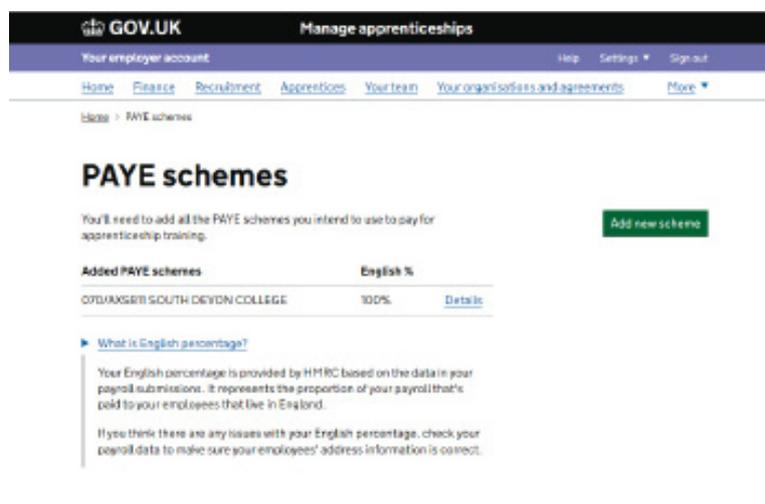
PAYE Schemes

Here you can add and manage your PAYE schemes for your organisations and any connected companies.

You can also add in information on the percentage of your workforce that operates within England, details of which will be provided by HMRC based on the data in your payroll submissions.

The Apprenticeship Service only supports the English apprenticeship system, and you will only be able to claim levy funds and the government's 10 per cent top up on your English workforce.

If you think there are any issues with your English percentage, check payroll data to make sure your employees' address information is correct.



The screenshot shows the 'Manage apprenticeships' page on GOV.UK. The main heading is 'PAYE schemes'. Below the heading, there is a green button labeled 'Add new scheme'. A table lists the added PAYE schemes:

Added PAYE schemes	English %	
OTDAXSBB SOUTH DEVON COLLEGE	100%	Details

Below the table, there is a section titled 'What is English percentage?' with the following text: 'Your English percentage is provided by HMRC based on the data in your payroll submissions. It represents the proportion of your payroll that's paid to your employees that live in England. If you think there are any issues with your English percentage, check your payroll data to make sure your employees' address information is correct.'



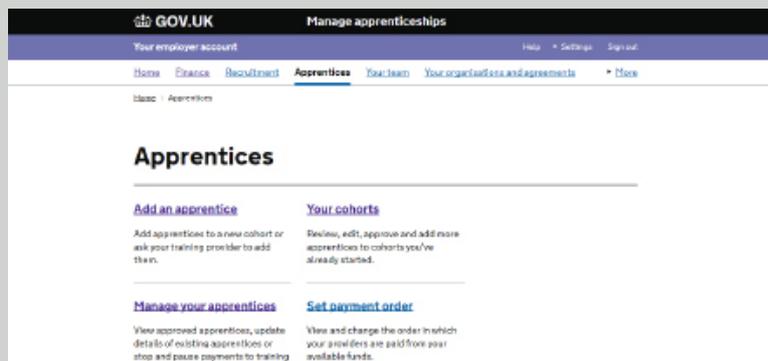
If you have staff in Scotland, Wales or Northern Ireland, you will still pay the levy, but there are different rules for how you can use it.

► How to Add Apprentices

This section applies to both Levy Payers and SMEs, unless SMEs opt out of allowing South Devon College, their training provider, to enter this data on their behalf.

In the **Apprentices** section you will be able to add details of the apprentices and confirm funding arrangements.

Once training is underway, you will also be able to manage the details of your apprentices. You can add details of your apprenticeships manually, or simply create a 'blank cohort' without anyone in it and leave the work of adding the details to your training provider.



► How to Add Apprentices

How It Works

Before you can add an apprentice, you will need to know the UK Provider Reference Number (UKPRN) for the training provider you are working with.



Provide UK reference number: South Devon College UKPRN is **10005977**. Click continue.

GOV.UK Manage apprenticeships

Your employer account Help Settings Sign out

Home Finance Recruitment Apprentices Your team Your organisation and agreements More

Back to Apprentices

Add training provider details

UK Provider Reference Number

10005977

[What is a UK Provider Reference Number?](#)

A UK Provider Reference Number (UKPRN) is a unique, 8-digit number that identifies a training provider. Your training provider can tell you their UKPRN.

Continue



Confirm training provider is South Devon College and click continue.



If you want your training provider to upload the details of your apprentices then simply select the option highlighted **I would like my provider to add apprentices** and click continue.

GOV.UK Manage apprenticeships

Your employer account Help Settings Sign out

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Back to Apprentices

Start adding apprentices

You can start adding details of your apprentices or ask your training provider to add them for you.

If you ask your training provider to add them, you need to check and agree the details before any payments are made.

I will add apprentices

I would like my provider to add apprentices

Continue

► How to Add Apprentices



You will then be taken to a page that allows you to send a message to your training provider directly. Choosing this route will create a cohort reference with your details attached to it. Your training provider will be notified of this by email.

The screenshot shows the 'Manage apprenticeships' page on GOV.UK. The page title is 'Message for your training provider'. Below the title, it says 'Let SOUTH DEVON COLLEGE know what you'd like them to do next.' There is a text input field labeled 'Message (optional)' and a green 'Send' button at the bottom.



Your provider can then use the documentation from apprentices that have been signed up to fill in the relevant details for this cohort, and the staff members you have added in the **Your Team** section will get an email notification once this is complete.

After you get this notification through you can review the details in the **Your Cohorts** section.



► How to Add Apprentices



You can check the details provided and amend if appropriate. The training provider will receive notifications of any changes, and data in both systems will have to match for payments to be made.

Review your cohort

1 Apprentice 0 Incomplete records £5,000 Total cost

Training provider: SOUTH DEVON COLLEGE
Status: New request Message: No message added

[Save and continue](#) [Add an apprentice](#)

1x Business Administrator, Level: 3 (Standard)
Training code: 196

Name	Unique learner number	Date of birth	Training dates	Cost
Test Devon	-	13/10/1994	September 2019 to October 2019	£5,000 Edit

Manage apprenticeships

Home Finance Recruitment **Apprentices** Your team Your organisations and agreements More

[Back to apprentices](#)

Your cohort requests

7 Ready for review 0 With training providers

1 Draft 0 With transfer sending employers

Adding Your Own Apprentices

If you are adding your own apprentices on to the system, you will need to have details of their name, date of birth, the course they are enrolled onto, the planned start date and end dates and the total agreed training costs (including end-point assessment costs for standards).

► Managing Your Apprentices

Once an apprentices record has been approved and has become live, a record can be stopped if the learner withdraws or be paused if the learner is on a 'Break in Learning'. A completed apprentice should never have their record stopped once completing, unless they are progressing onto another apprenticeship and there will be a date overlap.

To stop or pause an apprentice record select the **Managing your Apprentices** section. Then select the apprentice record you need to alter. The status of the record can be changed. A pause date will automatically be added from the date that you make the pause, however a stop record can be recorded retrospectively.

Downloading Transactions

The **Finance** section enables employers to download payments that have been made for a particular learner. The download transactions should be used with a start month and end date. This will generate an Excel Spreadsheet that you can then filter for a particular learner.

► Levy Transfer

As a Sending Employer

Before you make a transfer from your apprenticeship account make sure that you:

- ▶ Have enough funds to transfer to another employer
- ▶ Have a clear understanding of the forecasted cost to you, which will cover the duration of the apprenticeship you've agreed to fund through a transfer
- ▶ Understand you will be funding the total cost of their apprenticeship and not just the co-investment
- ▶ Agree with the employer who is receiving the transfer, details of the apprenticeships you're funding
- ▶ Are aware of the funding rules around transferring apprenticeship funds

For information please email:

✉ employers@southdevon.ac.uk

You Should Also Know:

You **can't transfer funds** to another employer if you **currently receive a transfer**

If you're **currently transferring funds** to another employer, you **can't receive transferred funds** to pay for your apprenticeships

Transfer payments will leave your **apprenticeship service account first**, each month

If the apprenticeship **stops**, your **transferred payments will stop** as well

► Levy Transfer

As a Receiving Employer

If you want to receive a transfer from another employer you must be aware of the following:

- ▶ You can only use the transferred funds for apprenticeship training and assessment
- ▶ Transferred funds can only be used for apprenticeship standards
- ▶ You'll need to create an account on the apprenticeship service to receive the transfer and pay for apprenticeship training
- ▶ You'll need to sign an agreement with the **Education and Skills Funding Agency (ESFA)**
- ▶ Transfer payments will be made monthly from the sending employer to your apprenticeship account
- ▶ If the apprenticeship stops then the funding will stop too
- ▶ You won't have to pay any funds back to the sending employer
- ▶ If the employer sending you funds runs out of money, you must make the relevant employer co-investment contribution. Refer to the **Paying for an apprenticeship** section of the funding rules for information on the rate that needs to be paid
- ▶ A transfer can fund up to the funding band maximum of a standard, if the cost of training is more, you'll have to pay the difference to the training provider
- ▶ If a training provider transfers funds to you, they cannot deliver the training for that funded apprenticeship
- ▶ Funding rules around transferring apprenticeship funds

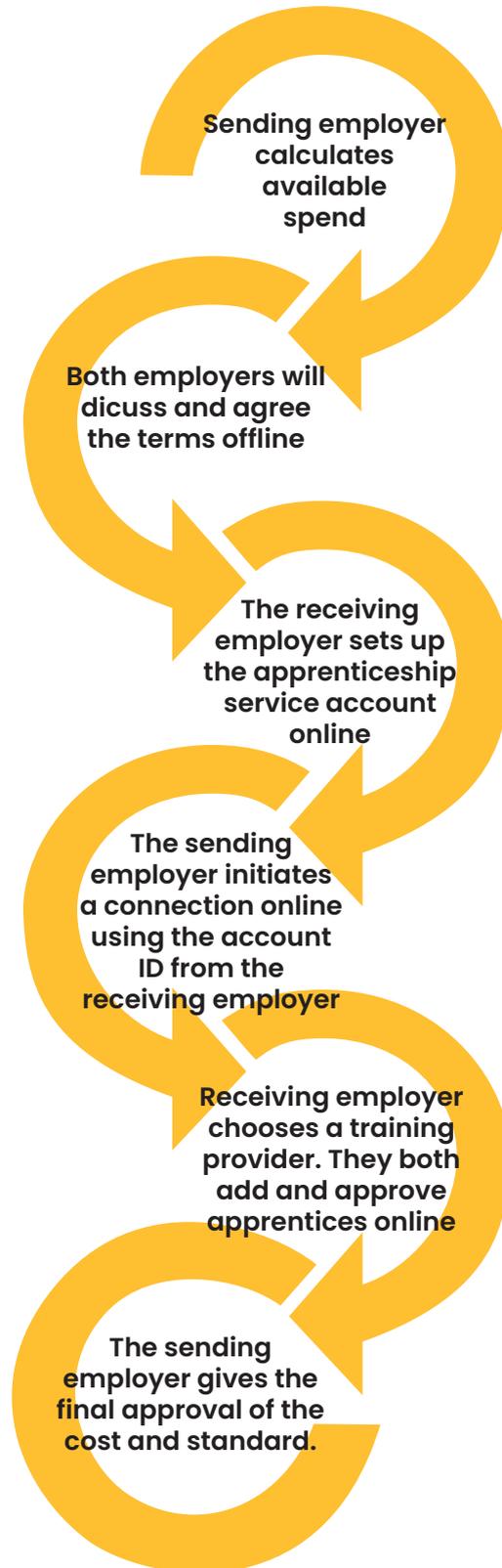
For information please email:

✉ employers@southdevon.ac.uk

A levy will put employers at the heart of paying for and choosing apprenticeship training, and place the funding of apprenticeships on a sustainable footing. Employers will choose between high quality education and training providers, or be able to train their apprentices themselves.

English Apprenticeships: Our 2020 Vision, UK Government

► Levy Transfer



▶ Levy Transfer

Data and Payments

You can find details of when payments will be taken and all proceeding steps in the government's guidance for employers.

It is important to note that some data fields for apprentices that have been uploaded to your **Apprenticeship Service Account** must match those sent to the government on the **Individual Learning Record (ILR)** funding report.

These include the simple unique reference numbers, which identify the apprentice and the training provider, as well as the price agreed upon for training and end point assessment (for standards), and planned start and end dates for the apprenticeship programme.

Once the data has been successfully matched, payments will be taken from your digital account on or around the 5th working day after each month end.

► Contact Us

Troubleshooting

For any issues or troubleshooting our point of contact is Becci Bartell.

☎ Call: 01803 540360 or ✉ Email: beccibartell@southdevon.ac.uk

Get in Touch

☎ 08000 380 123

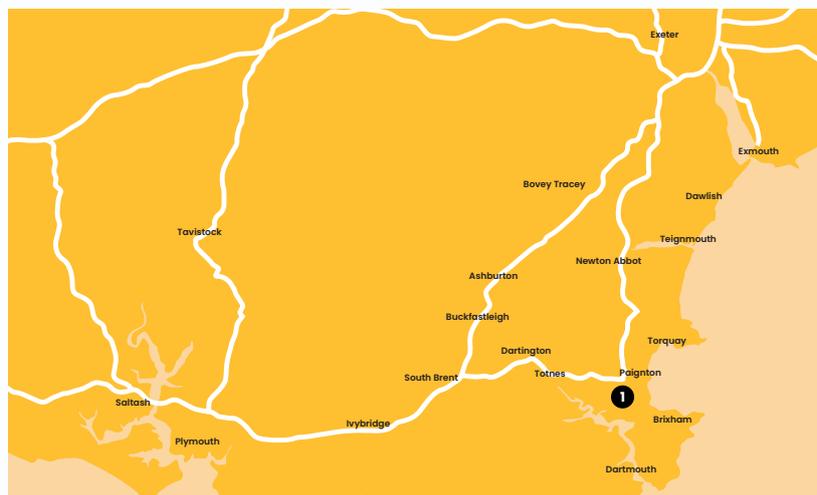
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