

# Onboarding Workflow

## Actions for both applicant and employer

(Each stage must be completed to move through to the next one)



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<b>Stage 1</b>	<p><b>Application submission</b></p> <p>Ensure you, the Applicant, upload your passport and all qualification certificates including Maths and English. (replacement certificates can be ordered by visiting this link <a href="https://www.gov.uk/replacement-exam-certificate">https://www.gov.uk/replacement-exam-certificate</a>)</p> <p>If you are awaiting results, please submit them to the email below as soon as available but ensure you input full details of the current course/s currently being studied or/and those already taken on your application form.</p> <p>ⓘ Any queries regarding prior qualification queries and/or if you require reasonable adjustments to help you with our onboarding process – contact Admissions on <a href="mailto:HDAadmissions@shu.ac.uk">HDAadmissions@shu.ac.uk</a></p>	<b>APPLICANT</b>
<b>Stage 2</b>	<p><b>Apprenticeship eligibility checks begin</b></p> <p>Completion of Skills Scan. You, the Applicant, will receive an email from Maytas Hub with details of login to complete the online skills scan. You may also receive emails from the Maytas hub email <a href="mailto:do-not-reply@shu.ac.uk">do-not-reply@shu.ac.uk</a> asking for further information or clarification (don't forget to check junk mail)</p> <p>ⓘ Please refer to the milestones guidance when completing your skills scan. Any queries regarding apprenticeship eligibility – contact Apprenticeship Operations on <a href="mailto:apprenticeships@shu.ac.uk">apprenticeships@shu.ac.uk</a></p>	<b>APPLICANT</b>
<b>Stage 3</b>	<p><b>Suitability Discussion</b></p> <p>This needs to be completed with you, the Applicant, and your Employer mentor. Applicant will be contacted by an Apprenticeship Coach to organise a date that is convenient for all.</p>	<b>APPLICANT</b> <b>EMPLOYER</b>
<b>Stage 4a</b>	<p><b>Academic Offer Confirmed</b></p> <p>A conditional offer will be made at this point if evidence of qualifications not yet attained. When you, the Applicant, have received L3 qualification results and/or certificates, please email them to <a href="mailto:HDAadmissions@shu.ac.uk">HDAadmissions@shu.ac.uk</a> using the subject header 'Certificates or Results' and including your name and student ID in the body of email.</p> <p>ⓘ This is an administration process that will confirm you have met the <u>academic</u> entry requirements of the apprenticeship programme. Not that you are fully enrolled or eligibility for the apprenticeship. You may receive further queries from <a href="mailto:admissions@shu.ac.uk">admissions@shu.ac.uk</a></p>	<b>APPLICANT</b> <b>SHU</b>
<b>Stage 4b</b>	<p><b>Completion of Framework Agreement</b></p> <p>Where we do not have an active or valid Agreement in place, this will be sent to you, the Employer, via email.</p> <p>ⓘ Any queries regarding the contractual arrangements, contact Business &amp; Contracts on <a href="mailto:SHU-PartnershipsandContracts@shu.ac.uk">SHU-PartnershipsandContracts@shu.ac.uk</a>.</p>	<b>EMPLOYER</b>
<b>Stage 5a</b>	<p><b>Completion of Apprenticeship Agreement</b></p> <p>Both Applicant and Employer to complete this prior to enrolment via Maytas.</p> <p>ⓘ Applicant signs first, then it will transfer over to the employers Maytas account (<a href="mailto:do-not-reply@shu.ac.uk">do-not-reply@shu.ac.uk</a>)</p>	<b>APPLICANT</b> <b>EMPLOYER</b>
<b>Stage 5b</b>	<p><b>Signing of Training Plan</b></p> <p>Applicant must sign the Training Plan prior to enrolment, the Employer will have up to 42 days from course start date to sign off.</p> <p>ⓘ Applicant signs first, then it will transfer over to the employers Maytas account (<a href="mailto:do-not-reply@shu.ac.uk">do-not-reply@shu.ac.uk</a>)</p>	<b>APPLICANT</b> <b>EMPLOYER</b>
<b>Stage 5c</b>	<p><b>Completion of Contract for Services (The DAS account)</b></p> <p>This will be sent to you, the Employer via email, which requires you to confirm your DAS Cohort Reference and set up of any Reserved Funds (as appropriate).</p> <p>ⓘ This must be completed <b>within 42 days</b> of the relevant Apprenticeship Course Start Date. You will be required to confirm your DAS Account has been set up for the apprentice.</p>	<b>EMPLOYER</b>
<b>Stage 6</b>	<p><b>Apprenticeship eligibility checks concluded</b></p> <p>All checks finalised by Apprenticeship Operations.</p> <p>ⓘ Any outstanding information will be followed up with individual parties. Missing information or delay could prevent enrolment.</p>	<b>SHU</b>
<b>Stage 7</b>	<p><b>Offer made &amp; accepted</b></p> <p>All apprenticeship eligibility has been approved and confirmed.</p>	<b>SHU</b>
<b>Stage 8</b>	<p><b>Full course enrolment completed</b></p> <p>You, the Applicant, must complete tasks on enrolment email to enable access to internal resources/systems before starting on programme</p> <p><b>Please note</b> - enrolment email is issued to applicant <u>2 weeks prior to start date</u> (subject to all the above stages being completed)</p> <p>ⓘ Any queries regarding enrolment – contact Enrolment on <a href="mailto:enrolment@shu.ac.uk">enrolment@shu.ac.uk</a></p>	<b>APPLICANT</b>

**IMPORTANT** – Both the Training Plan and Contract for Service document must be signed within 42 days of course start date or **applicant risks being withdrawn from the course**

# Onboarding Glossary (1)



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**Apprenticeship Impact and  
Information Resource centre**

<b>Apprenticeship Agreement</b>	An apprenticeship agreement is signed by the employer and apprentice before the start of the programme and outlines key details about the apprenticeship. It's a legal requirement and acts as a contract of employment between the apprentice and employer.
<b>Apprenticeship Coach</b>	Each apprentice has an Apprenticeship Coach, who will regularly meet with the apprentice and employer mentor, to monitor and support the apprenticeship progress, against the required KSBs for the standard
<b>Apprenticeship Operations</b>	The team that assess eligibility to join programme, issue skills scans and apprenticeship documentation. Their email address is apprenticeships@shu.ac.uk
<b>Cohort Request</b>	Each employer must provide a cohort request on the DAS portal for each apprentice. The cohort request will then be populated with Apprentice, programme details and costs, by the University and returned to the employer for approval.
<b>Conditional Offer</b>	An offer that is made on the basis that you meet certain requirements and conditions before you can be accepted onto your chosen course
<b>Contract for Services</b>	Finalises the Apprenticeship Funding between the University and your Employer, taking into account your skills scan, suitability and any recognised prior learning. This must be agreed and signed within 42 days of the Apprenticeship Course start date.
<b>Digital Apprenticeship Service (DAS)</b>	The online portal designed to help employers access new apprenticeship standards, training providers and funding for apprenticeships. Employers need to sign up to and create an account in order to access funding and manage applicants and vacancies. Once you've completed your DAS registration, you will be able to manage your apprenticeship funds and pay your chosen training provider all in one place.
<b>Eligibility checks</b>	Each application is checked by the Apprenticeship Operations team to ensure they are ESFA funding compliant as per the funding rules for that academic year.
<b>Employer mentor</b>	Each apprentice will need to be allocated a mentor by their employer. The mentor will attend the review meetings with the Apprentice and Apprenticeship Coach. They will provide the necessary support in the workplace to help the apprentice progress against the required KSBs
<b>Enrolment</b>	Once the apprentice has met the conditions of the academic and apprenticeship offer, they will receive an email from the University, formally inviting the apprentice to enrol. The enrolment task must be completed in a timely manner. Once fully enrolled the apprentice will be able to access their timetable and course information.
<b>Framework Agreement</b>	The overarching Contract between the University and your Employer that ensures collaboration and compliance towards the ESFA Funding Rules and your Apprenticeship journey. It is a requirement to have this in place prior to the start of the Apprenticeship Course.
<b>KSB's</b>	The knowledge, skills and behaviours set out within the standard that are tailored specifically to ensure that the apprentice succeeds within that job role. They are the core attributes that you must have as an apprentice in order to be competent in the occupation that you're working in. These are assessed by Apprenticeship Coach, Mentor and Learner at every APR to ensure learner is on track to achieve.
<b>Levy/Non-Levy Employer</b>	A levy employer has an annual wage bill of more than £3 million. Where levy funds are available, these are drawn down through the DAS each month to fund the apprenticeship programme. A non-levy employer has an annual wage bill of less than £3 million. Non-levy employers must reserve funding for the apprenticeship programme via the DAS prior to the apprentice starting the apprenticeship programme.

# Onboarding Glossary (2)



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<b>Maytas</b>	Maytas is Sheffield Hallam University's apprenticeship management system. This will be used during onboarding for the completion of the skills scan, apprenticeship agreement and training plan. Once on programme, Apprenticeship Progress Reviews (APRs) and Off The Job Training (OTJT) logs will be recorded using Maytas.
<b>Skills Scan</b>	As part of the apprenticeship application process, every candidate completes an online self-assessment of their current starting position, called a Skills Scan. The Skills Scan ensures that the knowledge, skills & behaviours of the chosen apprenticeship standard will be beneficial to your development and meet the business needs. The document should be completed with the support of your employer so that you are both aware of the KSBs within the Apprenticeship.
<b>Suitability Call</b>	Following completion of your skills scan, you will be contacted by one of our Apprenticeship Coaches, who will arrange for a call with yourself and your employer to discuss the skills scan and your suitability for the apprenticeship programme.
<b>Training Plan</b>	The Training Plan sets out the commitment of the provider, employer, and apprentice and records key details. It must include: the planned content and schedule for training, what is expected and offered by the employer, the training provider and the apprentice. This must be signed by all parties within 42 days of programme start date
<b>UK PRN Number</b>	Sheffield Hallam's UK PRN Number is 10005790
<b>Unconditional Offer</b>	An offer that is made without any conditions once all requirements and evidence has been provided by the applicant. Applicant has secured their place on the course.

## Useful Contacts

For queries at any stage of the onboarding process, please refer to the relevant team as specified throughout the stages:

**Admissions** - [HDAadmissions@shu.ac.uk](mailto:HDAadmissions@shu.ac.uk)

**Apprenticeship Operations** - [apprenticeships@shu.ac.uk](mailto:apprenticeships@shu.ac.uk)

**Business and Contracts** - [SHU-Partnershipsandcontracts@shu.ac.uk](mailto:SHU-Partnershipsandcontracts@shu.ac.uk)

**Enrolment** - [enrolment@shu.ac.uk](mailto:enrolment@shu.ac.uk)

**Maytas hub address** - [do-not-reply@shu.ac.uk](mailto:do-not-reply@shu.ac.uk) (for reference only)