

# LINE MANAGER GUIDE (2025)

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## THANK YOU

for reading this guide on supporting your apprentice in the workplace. This guide is provided by Fareport Training. We are an approved training provider and have offered apprenticeships in a wide range of occupational areas for over 40 years.

## AS A LINE MANAGER

your role is crucial to the success of the apprenticeship. Without line manager support most apprentices will not fully benefit from doing an apprenticeship and in some cases will struggle to complete their programme. You will contribute significantly to your apprentice's learning experience.

Help!

When?

Where?

How?

## AT A GLANCE

- What do I need to know about apprenticeships?
- How is off the job training taught?
- How can I support my apprentice?
- Further reading



**MEET  
LIONEL!**

Let our Line Manager guide you through



At Fareport Training we realise that this can be daunting for many busy managers, with almost 1 in 2 managers saying they do not feel confident in supporting their apprentices. We are here to help you and ensure that your apprentice gets the maximum benefit from their apprenticeship programme.

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## **WHAT DO I NEED TO KNOW ABOUT APPRENTICESHIPS?**

Apprenticeships are much more than completing a standard or achieving a qualification. They are an excellent way of gaining workplace experience, understanding how a business works, improving personal and social skills and starting or progressing in a career in a chosen field.

- It is a job in a skilled occupation
- It requires substantial training over a sustained period lasting a minimum of 12 months with a minimum of 6 hours a week off the job training
- It develops transferable skills, including Maths and English, which help individuals to progress in their careers
- It leads to full competency and capability in an occupation demonstrated by the achievement of an Apprenticeship Standard.
- It trains the apprentice to the level required to apply for professional recognition, where applicable

Changes to the rules in recent years mean that apprenticeships are now open to anyone who is eligible to work in the UK and who has not already completed the training or qualifications they need in order to effectively carry out their role or a new role. An apprenticeship must contain significant new learning.

**ESTER ARROYO**  
CEO Ingoldene Company

"For over 5 years, our company has been improving the brand and company images to give a proper experience to our customers."





Whether a new recruit or an existing member of staff, all apprentices have the same rights as other employees in your organisation, including things such as paid holidays, sick pay, health and safety and any relevant employment benefits.

The only difference between an apprentice and other employees is that apprentices must be given time to complete the learning required for their apprenticeship. All apprentices must receive a minimum of 6 hours per week. This time, for those working 30 hours, is the equivalent to 20% of the apprentice's working hours and must be covered in working hours and is often referred to as 'off-the-job training' or, OTJ.

For some learners and standards, a minimum of 6 hours per week may not be sufficient which will all be discussed at the planning stage. Line managers are expected to be fully involved in all stages.

There can be a lot of confusion about off the job training. Off-the-job training can consist of:

- Teaching of the knowledge and technical elements of the apprenticeship e.g. lectures, on-line learning, assignments
- Developing practical skillstraining by performing day to day required tasks as outlined in the Apprenticeship Standard, shadowing, coaching sessions, developmental 1-1s and projects
- Understanding and developing the behaviours identified in the apprenticeship, assignments, practical opportunities, on-line learning
- It does not include study time for English and Maths components (if not exempt) nor training which takes places outside of paid working hours. However, these components will need to be completed in working hours

The Gov.uk guide to off the job training can be found [here](#).

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# HOW IS THIS OFF-THE-JOB TRAINING TAUGHT?



Fareport Training is the training provider for your apprentice and will provide the teaching of the knowledge, and technical elements of the apprenticeship or qualifications included as part of the apprenticeship. Your apprentice will be supported by one of our dedicated Trainers who will encourage them to discuss with you and reflect on their learning in the workplace.

Each apprentice will have access to our online learning management system called [OneFile](#). They will have access to an extensive list of learning resources including workbooks, presentations, pre-recorded content, mock exams, exam tips, and other learning materials.

As mapped out in their Training Agreement/ Commitment Statement, they will work through the modules, submitting assignments, workbooks, and answers through the OneFile system. The Training Agreement is a tri-partite agreement, signed by the apprentice, line manager and training provider and is a formal contract agreement that outlines all the commitments required by each party.

OneFile is available to you as the manager and will be used as an evidence and training journal which will detail progress made towards the key skills and behaviours that they need to showcase as part of achieving their apprenticeship.

Through this system, they will be set learning tasks and deadlines and can use it to communicate with their Fareport Trainer alongside online, face to face meeting, calls and emails.

The OneFile online portfolio will be integral to their learning experience, they will be able to see their progress every time they log on as will you and any other relevant colleagues in your organisation.



# HOW CAN I SUPPORT MY APPRENTICE?



**Before your apprentice starts in a new role or their apprenticeship please make sure that you:**

- Understand the apprenticeship/s that your staff member/s are starting
- Understand what is required – please review the requirements of the Apprenticeship Standard and End Point Assessment
- Know what skills and behaviours your apprentice be asked to demonstrate and how these will be integrated into their work schedule
- Read and understand the Fareport Training Commitment Statement and the apprenticeship standard your apprentice is on
- Work together and complete the Training Needs Assessment (TNA)
- Know what qualifications (if any) the apprentice will be taking as part of the apprenticeship (including Functional Skills)
- Be aware of your apprentice’s key milestones and individual learning plan
- Familiarise yourself with the learning management system that your apprentice will be using, watch the OneFile clip for managers
- Be aware of any trainer appointments and schedules. Line managers should attend a progress review with their apprentice and the trainer every 12 weeks
- Contact us or your L&D/HR lead directly if your apprentice is struggling, you feel that they are not progressing with their apprenticeship, or you feel that the apprentice themselves are not being open with their trainer

If you have not already been provided with these, Apprenticeship Standards and End Point Assessment documents can be found [here](#).

# When your apprentice is in work



Be actively involved, interested and motivated – the programme will be planned to minimise disruption to day-to-day work schedules, but apprentices will need to take time to study, meet with their Fareport Trainer, complete assignments and prepare their End Point Assessment (EPA). To help your apprentice:

- Be aware of their schedule and encourage them to take it seriously
- Be sympathetic to their commitments and help them to plan their work accordingly
- Be enthusiastic about learning, your sector and about your area of expertise
- Involve the whole team and create a welcoming and motivated team environment

It is important that scheduled sessions with the Fareport Trainer are not cancelled at the last minute and that you discuss any forward plans with them that may impact on the agreed timetable.

Expose your apprentice to new experiences – if they are a new employee, provide inductions to the company and your systems and processes:

- Provide relevant inductions on things such as health & safety, data protection and company values
- Set clear expectations of them and do not make assumptions about their capabilities
- Encourage them to take responsibility
- Where possible, consider setting work that is relevant to their apprenticeship standard with the support of their trainer
- Consider a trusted member of staff to be their work-place Mentor or Buddy. Someone who they can turn to for support, especially during the induction stage



Discuss progress regularly – it is helpful if you can join your apprentice and their Fareport Trainer at reviews (whether face-to-face or on the phone) to discuss progress. As a minimum, we suggest that you join your apprentices review every 12 weeks, but we actively encourage regular engagement.



- Provide constructive feedback on the learner's progress to the Fareport Trainer when it is requested
- Continue reflection and goal setting in your regular 1-2-1's. Use the reports from the apprentice's OneFile
- Celebrate success and take an interest in their long-term development

If you have concerns about your apprentice always discuss this with your Fareport Trainer, Fareport Account Manager, or any designated internal Learning & Development colleagues so that the relevant support and plans can be put in place.

See this as part of your own development – in our experience many managers who have fully embraced the task of line managing an apprentice have found it has benefited their own development and enabled them to be even better managers.

- Continue with your own professional development, including best practice mentoring techniques.

## **Before completion of the Apprenticeship:**

- Discuss the next steps – having a clear idea of the opportunities for progression available, whether it is finishing the apprenticeship and continuing as a new role, going back to their role but applying their new knowledge, continuing onto a higher-level apprenticeship or finding alternative opportunities
- Know what opportunities are available within your business after the apprenticeship has been completed
- Support the apprentice, in conjunction with Fareport, to seek alternative employment opportunities if nothing is available internally

# THANKS FOR READING!

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## FURTHER READING

[Fareport Blog: Line Managers](#)

Topics include:

- Mentoring and coaching
- Workplace mentors
- How to retain your apprentices
- Functional Skills

## KEEP IN TOUCH

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## QUESTIONS

If you would like further advice or support with any aspect of this, please speak to your Fareport designated Trainer.

Contact us!

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