



# Recruiting an apprentice

EMPLOYERS' GUIDE TO APPRENTICESHIPS

**propertymark**  
QUALIFICATIONS

in collaboration with

**propertymark**

# CONTENTS

02

Property sector  
apprenticeships

03

Why hire an apprentice?

04

Costs and funding

05

Roadmap for  
employers

07

Choose a  
training provider

08

Hiring an apprentice

09

Training the apprentice

10

End-Point  
Assessment (EPA)

12

Propertymark  
Qualifications Awards

13

Apprenticeships  
across the UK

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Information correct at time of print. For the most up-to-date information visit: [propertymark.co.uk/apprenticeships](https://propertymark.co.uk/apprenticeships)

Version 22.1

# PROPERTY SECTOR APPRENTICESHIPS

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This guide focuses on how the Junior Estate Agent apprenticeship works in England. We have information provided for the rest of the UK on page 13.

Apprentices can be any age over 16. By investing in an existing member of your team or hiring a new apprentice you can help someone grow their knowledge and progress their career.

Apprenticeships are available for a range of levels from 2 to 7. Most apprenticeships suitable for businesses are at levels 2, 3 and 4.

Other property sector apprenticeships include:

- Housing and property management assistant (Level 2)
- Housing and property management (Level 3)
- Senior Housing and property management (Level 4)

The best part is that not only is your apprentice learning on the job, they bring all the new skills they have learnt back into your business.

The Junior Estate Agent Apprenticeship gives employers the chance to offer a role within their estate agency that enables staff to earn while they learn.



For more information on apprenticeships go to [instituteforapprenticeships.org/apprenticeship-standards?](http://instituteforapprenticeships.org/apprenticeship-standards?)

## LEVEL 2

Broadly equivalent to five GCSEs at grades 9–5.



## LEVEL 3

Broadly equivalent to two A-levels.



## LEVEL 4

Broadly equivalent to a higher national diploma.



# WHY HIRE AN APPRENTICE?

Apprenticeships not only bring professionally trained and qualified people into your company but can also be a cost-effective way of up-skilling existing staff. According to data compiled by the National Apprenticeship Service, research amongst employers across a range of industries revealed that:



**80%** of companies who invest in apprentices find their employees stay with them longer.



**77%** believe that apprentices make their business more competitive.

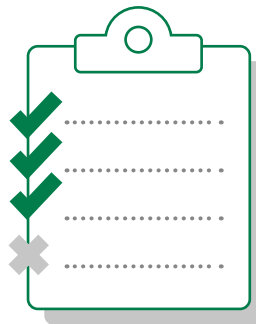
**83%**

count on apprentices as they will be the skilled workers they need for the future.



**92%**

of those employing apprentices feel they now have a more motivated and satisfied workforce.



**3/4**

Over three quarters say that apprentices make their business more productive.

# COSTS AND FUNDING

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## SALARY AND BENEFITS

You'll be responsible for giving the apprentice a contract of employment and paying their salary. You cannot get Government funding for this. Apprentices must be paid at least the minimum wage, however most employers offer more to attract candidates and retain key staff. You must follow the same company procedures with your apprentice and provide paid holidays, sick pay and other benefits.

## TRAINING PROVIDERS

The majority of small businesses choose to use a training provider to help your apprentice develop and complete their apprenticeship with Government funding available to help keep the costs down. Training providers will also help with the recruitment of an apprentice which saves them time. Your chosen training provider will be able to guide you through the funding process. See page seven for more information.

## END-POINT ASSESSMENT (EPA) AND POTENTIAL RESITS

The cost of the EPA is usually paid by the training provider on your behalf and included in the price they charge you for their training. It is expected that the cost of the assessment will not usually exceed 20 per cent of the funding band maximum for the apprenticeship. For the Junior Estate Agent Apprenticeship this means EPA will be in the region of £800 with Government funding available to cover the cost.

## FUNDING BANDS

Funding band can be found on the apprenticeship standard page: [instituteforapprenticeships.org/apprenticeship-standards/?](http://instituteforapprenticeships.org/apprenticeship-standards/?)

## ARE YOU A LEVY PAYER?

The amount of funding available to you will depend on whether you are an apprenticeship levy payer. Levy payers have annual salary bills of over £3 million, while non-levy payers have an annual pay bill of under £3 million. Levy payers will pay the apprenticeship levy (0.5 per cent of your total annual pay bill) even if they don't have an apprentice. This goes into a pot to fund apprenticeships for all employers across the UK. Smaller employers with a total annual pay bill of less than £3million must contribute five per cent of the training costs which includes the EPA.

## APPRENTICESHIP SERVICE ACCOUNT

When you are ready to apply for your apprenticeship, set up an apprenticeship service account to find out how much funding you're entitled to. Set up your account at: [accounts.manage-apprenticeships.service.gov.uk](http://accounts.manage-apprenticeships.service.gov.uk)



Find out more about funding at: [gov.uk/guidance/apprenticeship-funding-rules-for-employers/what-can-be-funded](http://gov.uk/guidance/apprenticeship-funding-rules-for-employers/what-can-be-funded)



See page 7

1

Find a training provider. They will help you recruit an apprentice or upskill an existing team member and select the End-Point Assessment Organisation for the final exam.

See page 8

2

Agree the apprenticeship in writing by signing an apprenticeship agreement and commitment statement.

See page 9

3

Train on and off the job for a minimum of 12 months, taking the time to show the apprentice all aspects of your business.



STEP BY STEP

# Roadmap for employers



## APPRENTICESHIP SERVICE ACCOUNT



Set up your account at:

[accounts.manage-apprenticeships.service.gov.uk](https://accounts.manage-apprenticeships.service.gov.uk)

Support your apprentice with Propertymark student membership. Contact Propertymark's membership team to find out more: [propertymark.co.uk/membership/join.html](https://propertymark.co.uk/membership/join.html)



See page 10

4

Your apprentice applies all their learning and takes their End-Point Assessment (EPA).

5

Once they pass, your apprentice will receive their certificate of completion. Find out more about what happens next on page 10.



## STEP 1

# CHOOSE A TRAINING PROVIDER

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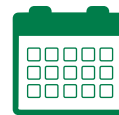
The training provider can help you:



Agree their training costs in line with funding.



Advertise, interview and recruit an apprentice.



Prepare your apprentice for the workplace and create a training plan to suit you and your apprentice.



Train the apprentice and update you on their progress.



Arrange payment of the End Point Assessment (EPA).



Discuss other apprenticeships that may suit your business.

## FIND A TRAINING PROVIDER



You can search the official register of approved training providers here: [gov.uk/guidance/register-of-apprenticeship-training-providers](https://www.gov.uk/guidance/register-of-apprenticeship-training-providers)

## TRAINING OPTIONS

There are three different training options to consider. Some training providers offer all three but others may only offer a particular option.



### At apprentice's workplace

The training provider comes to your branch or provides training virtually.



### Day release

Apprentice visits training provider's location for a day at a time.



### Block release

Apprentice visits the training provider's location for days at a time.



## STEP 2

# HIRING AN APPRENTICE

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## ADVERTISING AND RECRUITING A NEW APPRENTICE

It's easy to recruit an apprentice, you can advertise your apprenticeship through the Government recruit an apprentice service or give your training provider permission to do so on your behalf. This is managed through your apprenticeship service account.

## EXISTING MEMBER OF STAFF

If you have a team member at your agency ready to progress. They could be a lettings administrator looking to move into something different like estate agency. Your first step would be to talk about the type of apprenticeships available and how they might fit with their role.

## APPRENTICESHIP AGREEMENT

When you've hired your apprentice, sign an apprenticeship agreement with them. This will outline:

- that they are working towards the relevant Apprenticeship Standard
- length of employment
- training provided
- working conditions
- qualifications they will work towards

## COMMITMENT STATEMENT

Sign a commitment statement along with your apprentice and the training provider. This will outline:

- planned content and schedule for on and off-the-job training
- what you expect as an employer
- what you are offering as an employer
- how to resolve any queries or complaints



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



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



Find out more about these agreements at: [gov.uk/employing-an-apprentice/apprenticeship-agreement](https://www.gov.uk/employing-an-apprentice/apprenticeship-agreement)

## STEP 3

# TRAINING THE APPRENTICE

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## OFF-THE-JOB TRAINING

This is the time your apprentice needs to work on the content within the apprenticeship standard, they need to do this during work hours. The apprentice can undertake their training in the office, or working from home, as long as it forms part of their off-the-job training.

If the training takes place outside work hours, such as an evening lecture, then treat this as extra work hours and give them time off in lieu or additional payment for the extra hours spent training.

In most cases, the training provider will have an off-the-job training plan for the apprentice to fulfill, but you can suggest training if it's relevant. As long as training is done during work hours and teaches them the required key skills and behaviours, it will be allowed.



Apprentice builds portfolio to meet requirements of the apprenticeship standard

## READINESS FOR END-POINT ASSESSMENT

When your apprentice has done their training at the required standard ready for End-Point-Assessment, there are some criteria to achieve to show that they are ready to take this EPA.

For instance, a Level 1 in English and Maths may need to be achieved prior to taking their EPA. Your apprentice's training plan will outline what is required depending on their apprenticeship's current qualifications.

If the apprentice has an Educational Health Care Plan (EHCP), they may need to do a Functional Skills exam. The cost of these exams is funded by the Government and will not incur any additional costs.



With all criteria and portfolio completed, the apprentice is ready for the End-Point Assessment.

## HOW MUCH TIME IS OFF-THE-JOB TRAINING?

Off-the-job training should account for 20 per cent of the hours the apprentice works. If the apprenticeship lasts 12 months and your apprentice works 30 hours a week, 278.4 hours of the apprenticeship would need to be dedicated to off-the-job training (minimum).

On average a Level 3 Propertymark Qualification would support 120 hours of off-the-job training.



## STEP 4

# END-POINT ASSESSMENT (EPA)

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End-Point Assessment confirms the apprentice has developed and is able to apply the knowledge, skills and behaviours as outlined in the Apprenticeship Standard. It is taken under exam conditions at the end of the apprenticeship and is invigilated at an independent test centre.

The apprentice will have plenty of time to complete it so can take their EPA when they are ready. Typically, a Level 2 apprenticeship like the Junior Estate Agent would take around 12 months to complete.

Using Junior Estate Agent as an example, if your apprentice is ready for their EPA, you can register with PropertyMark Qualifications to book their assessment. We will provide the venue and an Independent Assessor. Assessment is an independent process which means that neither you or the training provider can make the decision on whether the apprentice passes.

## QUALITY ASSURANCE

It is essential to ensure that apprentices will be assessed fairly regardless of the EPAO chosen by their employer. To help ensure a consistent high standard from EPAOs and that the apprenticeship is delivering the outcomes intended, there are internal and external procedures for checking quality assurance.



## APPRENTICE PASSES THE EPA

A certificate is awarded to the apprentice to recognise their individual achievement for completing the apprenticeship.

In terms of employment, the apprentice is under no obligation to remain at your company. It is therefore worthwhile investing time and effort to retain apprentices after they achieve their goal. This will allow your business to benefit from their fresh insight, knowledge and enthusiasm.



## APPRENTICE FAILS THE EPA

Resits can be taken if needed, the cost of the EPA would be payable again for each resit required, subject to the specific EPAO's terms and conditions. If the apprentice fails components of their apprenticeship, they only need to resit the part that they failed.

# propertymark QUALIFICATIONS

Propertymark Qualifications is an 'End-Point Assessment Organisation' (EPAO) in England for the Junior Estate Agent Apprenticeship Standard.

Our role as a EPAO sits alongside our focus as an awarding body, providing specialist qualifications in a variety of property related disciplines. The qualifications we provide are nationally recognised by employers and recruiters so are the perfect starting place to advance careers in property.

Since the Junior Estate Agent Apprenticeship launched in July 2020...

# 18,448

  
exams  
taken



# 12,935

qualification registrations

# 273

EPA registrations

## OUR CUSTOMERS HAVE SAID...

# 83%

have a high satisfaction rating with our Propertymark Qualifications.

# 69%

have been more inclined to study a Propertymark Qualification since the pandemic.

# 67%

would register for another Propertymark Qualification.

If you have any questions about Propertymark Qualifications, apprenticeships or End-Point Assessment, contact our Qualifications Team who will be happy to help. Call us on 01926 417 794 or email: [qualifications@propertymark.co.uk](mailto:qualifications@propertymark.co.uk)



Every year Propertymark Qualifications Awards recognises the achievements of learners, employers and candidates working towards or having already achieved one of our property-related qualifications.

Awards are presented over multiple categories including the Apprentice of the Year Award, recognising the achievements of our Junior Estate Agent apprentices. Darcy Halliday from Leaders Estate Agents picked up the 2021 accolade...

**How supported did you feel by your employer and your training provider?**

Babington my training provider were great, my trainer Lucy was always a phone call away. My manager Daniel was really supportive allowing me to take time out to do my coursework and prepare for my exams, which I really appreciated.

**How did you find learning on-and off the job and what off-the-job training did you do?**

It was great to go out with my colleagues and shadow them on viewings and valuations, seeing how they interact with customers and sell services such as professional photography and in-house conveyancing. This helped me to learn lots about our products, which made selling easier.

**What do you think it will mean for your career?**

I have been put forward for a managerial course in 2022, so the apprenticeship has opened more doors for me. I am keen to progress further with my career and have applied for the Level 3 qualification. My next aim is to get my valuing skills under my belt. I would like to get as many qualifications as I can to grow and move forward with my career.



Darcy Halliday receiving the Apprentice of the Year Award 2021.

# APPRENTICESHIPS ACROSS THE UK

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Each nation provides funding for apprenticeships, but how you access it differs depending on where you are in the UK.

## USEFUL LINKS

### SCOTLAND

Information about apprenticeships: [www.apprenticeships.scot/for-employers#/apprenticeoptions](http://www.apprenticeships.scot/for-employers#/apprenticeoptions)

Apprenticeship levy: [gov.scot/policies/young-people-training-employment/apprenticeships](http://gov.scot/policies/young-people-training-employment/apprenticeships)

Seven things you need to know: [gov.scot/publications/scottish-apprenticeships-seven-things-you-need-to-know](http://gov.scot/publications/scottish-apprenticeships-seven-things-you-need-to-know)

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### WALES

Information about apprenticeships: [gov.wales/apprenticeships](http://gov.wales/apprenticeships)

Apprenticeship framework funding rates: [gov.wales/apprenticeship-frameworks-funding-rates](http://gov.wales/apprenticeship-frameworks-funding-rates)

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### NORTHERN IRELAND

Information about apprenticeships: [nibusinessinfo.co.uk/content/apprenticeships-delivering-work-based-training-and-qualifications-employees](http://nibusinessinfo.co.uk/content/apprenticeships-delivering-work-based-training-and-qualifications-employees)

Hire an apprentice: [nibusinessinfo.co.uk/content/advertise-apprenticeship-and-school-work-experience-opportunities-connect-success-ni](http://nibusinessinfo.co.uk/content/advertise-apprenticeship-and-school-work-experience-opportunities-connect-success-ni)

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# propertymark QUALIFICATIONS

## propertymark QUALIFICATIONS AWARDS



"It's been phenomenal to see the growing interest in apprenticeships across the sector. The appetite agents have to get qualified and be fully accredited within the industry is reflected in the demand. The passion to further professionalise the industry from both staff and employers alike is remarkable"

Michael Smith, Head of Propertymark Qualifications

# propertymark QUALIFICATIONS

## GET READY FOR REGULATION

The Regulation of Property Agents (RoPA) Working Group is recommending property agents to be qualified at Level 3 and company directors or managing agents at Level 4. Are you ready for when regulation comes into place? Be prepared, get qualified today.

[propertymarkqualifications.co.uk](http://propertymarkqualifications.co.uk)

Recognised by:

