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## APPRENTICE GUIDE



A Welcome & Information Guide

For BJF Apprentices

**'MAKING BUILDINGS BETTER TOGETHER'**



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## Section One: Introduction

### 01. Welcome to the BJF Group Apprenticeship Scheme



**Symone Marley**  
Apprentice Support Lead  
Recruitment & Talent Coordinator

*Welcome to BJF Group!*

*We are pleased to have you join the business as part of your learning journey and entry to work. We hope that your apprenticeship will be enjoyable, challenging, fulfilling and career shaping.*

*We hope you find everyone approachable, friendly, and helpful.*

As a team, we would like to wish you every success during your apprenticeship with BJF whether you recently joined us or are an existing employee who is commencing apprenticeship training. We hope that your experience of learning with us will be rewarding, positive and enjoyable.

This guide has been designed for your information and guidance, to introduce you to our business, who we are, the work we carry out, details your rights as an apprentice, our expectations of you, the support you will receive from us and how we do things around here.

#### The important bit...

This guide should not be deemed as a replacement for the Employee Handbook and Policy Guide and instead is there to support, compliment and underpin our Group policies and procedures, to assist you in your apprenticeship with BJF Group.

**General amendments to this guide may be issued from time to time.**



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## 02. Company Overview

### We are BJF Group

BJF Group is a diverse, multi-division business operating across the built environment.

We work in partnership with our clients to design, build, maintain and upgrade their spaces and the services that bring them to life.

Our core complementary divisions are Construction, Facilities Management, Mechanical & Electrical, Project Services and MEP Residential.

We are headquartered in Maidstone, Kent and operate nationwide.

Our client base includes high-profile public sector organisations as well as well-known private businesses across a broad industry base including healthcare, commercial, defence, education, energy and residential.

### Our Vision

Our Vision is to provide a complete solution to make built environments the best they can be now and into the future.

### Our Mission

BJF Group designs, builds, maintains, and enhances our clients' spaces by supporting them to get the best from their built environments and the services that bring those environments to life.

We do this as a team, with amazing people working together to achieve individual and collective goals.

### Our Values

## TEAMS

by BJF Group



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Open, honest, reliable and transparent



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Delivering to the highest standards, always



**Agile**

Able to adapt quickly and be flexible



**Motivated**

Driven to be the best



**Safe**

Supportive of everyone's wellbeing



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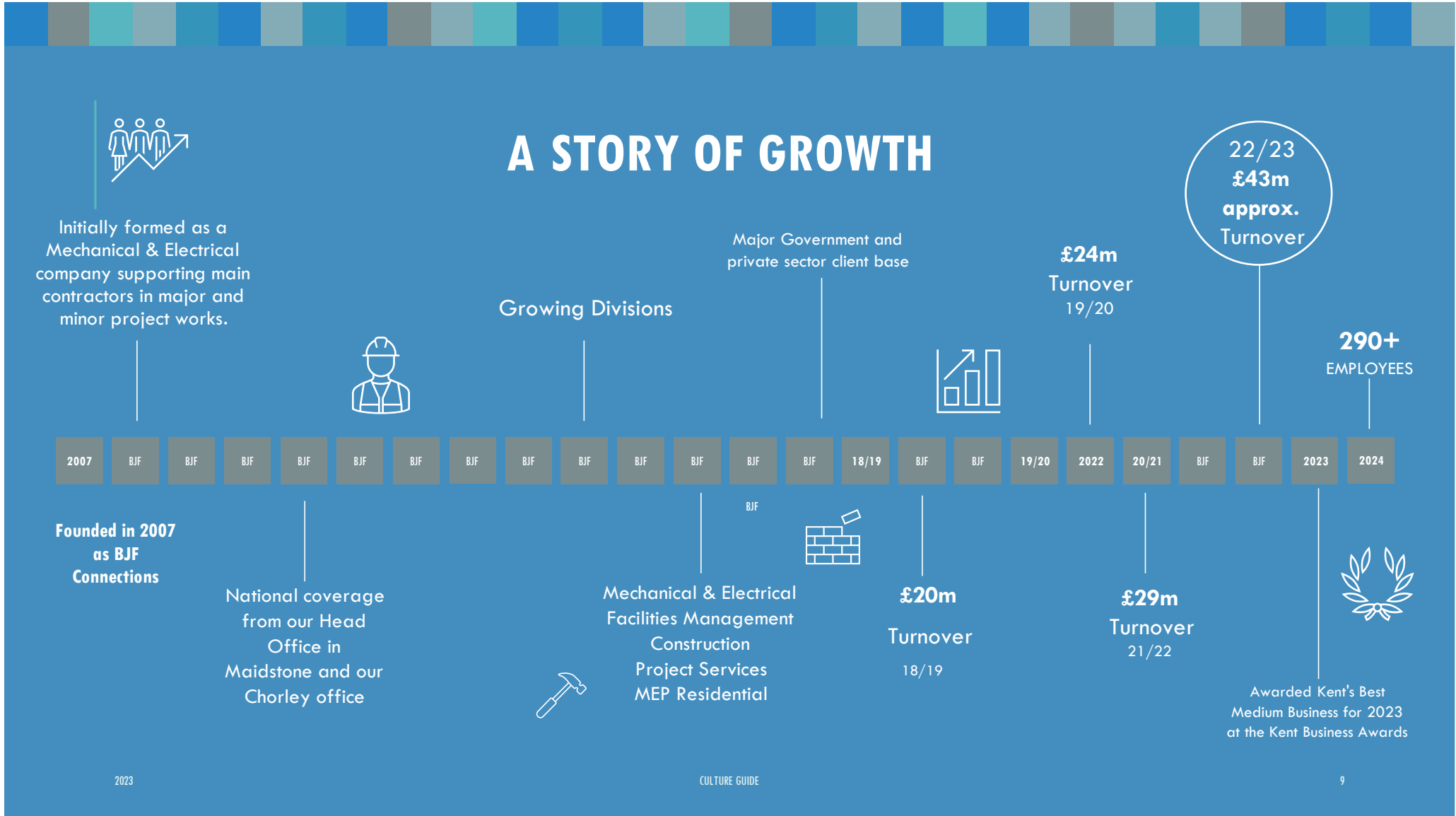
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## 03. Overview

At BJF we recognise that young apprentices can be the most dedicated of workers, you bring fresh perspective, and provide our divisions opportunity to ‘home grow’ talent, developing you as the future of BJF Group.

We also understand how important it is to remember that this may be your first formal job and that you will require additional support to both settle in to working life at BJF and reach your potential as an employee.

Young apprentices mean aged 16 to 24 years.

As an apprentice you’ll:

- be an employee earning a wage and getting holiday pay
- work alongside experienced staff
- gain job-specific skills
- get time for training and study related to your role (at least 20% of your normal working hours)

Apprenticeships take 1 to 5 years to complete depending on their level.

## Levels of apprenticeship

Apprenticeships have equivalent educational levels:

	Level	Equivalent education Level
<b>Intermediate</b>	2	GCSE
<b>Advanced</b>	3	A Level
<b>Higher</b>	4,5,6 & 7	Foundation degree and above
<b>Degree</b>	6 & 7	Bachelors or Masters degree

Some apprenticeships may also give you an additional qualification, such as a diploma.

## Who can start an apprenticeship?

To start an apprenticeship, you’ll need to be:

- 16 or over
- living in England



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- not in full-time education

You can apply for an apprenticeship while you're still at school but you'll need to be 16 or over by the end of the summer holidays to start the apprenticeship.

## Entitlements

As an apprentice, you'll get:

- paid and be entitled to the National Minimum Wage
- time for training or study as part of your apprenticeship
- holiday pay and other employee rights

## Apprentice pay and the National Minimum Wage

There are different rates of pay for apprentices depending on your age and what year of your apprenticeship you're in.

Your employment contract will confirm your rate of pay.

<b>Aged 16 to 18</b>	The current National Minimum Wage rate for an apprentice is £5.28 per hour.
<b>Aged 19 or over and in your first year</b>	The current National Minimum Wage rate for an apprentice is £5.28 per hour.
<b>Aged 19 or over and have completed your first year</b>	You're entitled to the National Minimum Wage or National Living Wage rate for your age. Which can be found <a href="#">HERE</a> .

## Time you are paid for

During your apprenticeship you will be paid for the following:

- your normal working hours
- training that's part of your apprenticeship (at least 20% of your normal working hours)
- study towards English and maths qualifications, if they're part of your apprenticeship

Your normal working hours should be in your employment contract (this might be your apprenticeship agreement).

There are rules about how many hours you can work in a week and being paid overtime.

If you're studying for English and maths qualifications which are part of your apprenticeship, we would also allow you time to study during your normal working hours.



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## Training

As an apprentice, at least 20% of your normal working hours must be spent on training.

Your training might happen every week, every month or in a separate block of time.

The training might take place:

- at your place of work
- somewhere else like at a college or training provider
- online

Your training provider will be able to tell you when and where your training will be.

You can access up to date information regarding working hours, and pay from ACAS [HERE](#).

## 04. Recruitment & Selection

When recruiting for apprentices to join BJF Group we will:

**Review job descriptions and person specifications:** to ensure that the skills and experience required for the role do not unintentionally create barriers for young applicants, such as length of experience or qualifications that are not essential for the role.

**Ensure any advertisement is attractive and accessible for young people:** for example, using visual materials, avoiding 'jargon', and appealing to young people's career ambitions. Include information about progression opportunities.

**Advertise apprenticeship vacancies in a range of places:** including on 'Find an Apprenticeship', through training providers and any local employment support agencies or projects targeted at young people.

**Work with schools and colleges:** to highlight opportunities in our business and sector. This creates a pipeline of future talent and raises young people's awareness of apprenticeships as a viable training and employment route.

**Use different selection methods:** rather than just a formal interview. We may use competency-based activities, role plays, presentations, tasks and exercises to vary the format of our assessment processes and ensure that young people with different learning styles can showcase their strengths.

**Provide applicants with all the information they require to have a good interview or assessment:** you may never have been interviewed before, so we will be clear about where the interview will be, what time you need to arrive, what you should wear and what will be expected of you. You will have a named contact for questions or concerns prior to the interview.

**Courtesy call before their interview:** The People & Talent team will call you to check in to ensure you are fully prepared.



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## 05. Our Expectations

### Being an apprentice at BJF Group

Before starting on your Apprenticeship, it is very important that you know exactly what is expected of you. We want you to be successful and this can only happen if you are committed and willing to put in the effort.

Any apprenticeship be it, electrical, carpentry, business administration etc. is about developing and learning new skills. For continued development and advancement, you will need to develop your skills and knowledge in your chosen career pathway and subject of study.

To get the most from your learning journey you are expected to always do your best by:

- Arriving for work on time (or early), looking fresh and ready for work
- Rarely being absent
- Being willing and eager to learn
- Meeting your divisions/departments standards for conduct and behaviour
- Following instructions and procedures
- Promoting a positive impression through your body language and how you speak
- Co-operating and being flexible to the needs of your colleagues and clients
- Showing initiative
- Communicating effectively and politely with your managers, colleagues and clients
- Managing your personal feelings and emotions
- Treating others fairly and with respect
- **Taking pride in the work you do!**

## 06. Support

At BJF we make sure that our teams are confident in working with and supporting a young apprentices. We do this by providing training and ongoing HR support. Before you join, we will:

- Brief mentors and team members of the wider team who will work alongside you so that they understand your responsibilities, limitations and learning journey you are embarking on.
- It is important that the team have realistic expectations of the work you can carry out and they are also able to set you meaningful and challenging work which helps you develop skills, confidence and experience.

We will work with you and your training provider to identify and address support needs at the beginning of your apprenticeship. This ensures that support is tailored and effective, and that we do not unintentionally force help onto someone who does not want or need it.

Prior to joining we would have already spoken to your training provider to find out if you have any specific support needs and how these can be addressed. The training provider will conduct a thorough assessment of your needs and skills, so they can advise BJF Group on the types of support we can put in place before you start.

We will also address and explore any support needs that you would find helpful with you. This will be discussed at induction and will form part of our ongoing conversations through supervision, mentoring, People team (HR) Check-in's and line management meeting.



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## Onboarding & Induction

We start your pre-boarding the minute you accept our offer of apprenticeship, and we have a confirmed start date for you. This occurs electronically via our HR platform CezanneHR, you use the log in to enter your personal details, complete and sign forms, manage absence and receive all your first day details and company information before you join.

While all employees require a comprehensive induction, as a young apprentice we will provide you with some additional support and longer time for questions. On your first day you will receive a thorough Group HR induction, followed by Health and Safety and role expectations briefing with your line manager and or mentor. This is to help you understand your role and the expectations of you in the workplace.

## Ongoing Support

We will offer additional support to develop work-appropriate behaviour and life skills. Typically, this is done through mentoring or one-to-one support from your supervisor as an extended induction process. The People & Talent team will also run sessions with you where appropriate.

## People & Talent Check In's

We promote regular communication within BJF Group that is increased for those in training. People & Talent and Health and Safety will check in with new recruits at month one, three, five and six at the start of employment. People & Talent will continue to check in with you every quarter thereafter.

## Training Provider

For learning support & training provider attendance you are expected to:

- Report any absences promptly and using the correct notification procedures
- Ensure that you complete all agreed work to meet the targets set
- Do the work to the best of your ability
- Ask for help when you need it: do not wait until the next 121, check in or tutor visit
- Communicate your successes and struggles to your training provider
- Have excellent attendance
- Want to succeed
- Be on time and give your undivided attention so that you reach your full potential
- Record tasks to be completed in your Learning Log and review when you have completed them

## Performance Management

Supervisors will carry out formal reviews of performance and wellbeing check in's every 3 months.

We use internal Apprentice Review Forms HRF046 & HRF047 to assess your performance and ask you how you are getting on with your studies and if there is any specific support you may need.

Within the forms there is a 'Working Habits' section for scoring. Your supervisor will score you, before consulting with you and agreeing an overall score.



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The Apprentice ratings are as follows:

- Excellent
- Good
- Average
- Low
- Unsatisfactory

Where you are scored between 'Average' and 'Low' your supervisor will speak with the People & Talent team and seek advice and guidance from your learning provider, to agree required improvements.

Should you score as 'Unsatisfactory', this may result in a formal performance meeting with your supervisor, a member of the People & Talent team and/or your learning provider.

At any formal meetings you have the right to be accompanied and supported.

At all times we will provide you with opportunities to improve, you are learning after all. However, work conduct also plays a part in the reviews and any serious or continued misconduct could result in disciplinary action.

## 07. Success Stories

### Juliette

Since finishing her Business Administration apprenticeship with BJF in March 2019, Juliette has carved a career out within the Procurement and Supply Chain team.

Starting as a Junior Administrator, Juliette quickly transitioned to Junior Buyer and in 2023 she was promoted to Procurement & Supply Chain Co-Ordinator. Juliette's grounding in all business operations throughout her apprenticeship has provided her with the skills and knowledge to succeed at supporting the team with all procurement and supply chain related tasks.

#### What's Next...

Juliette has an active career development plan in place and will be attending Procurement and Supply chain specific training courses to aid her continued career journey with BJF Group.

### Summer

Summer started at BJF in July 2021 as a Level 3 Business Administration Apprentice initially undertaking general administrative duties for the Group as well as covering reception. More recently she has been working as part of our Facilities Management Division's support team where she's now accepted a new role as a Contract Coordinator for our Southeast Ministry of Defence contract.

According to Summer, her apprenticeship helped her to understand how a business operates in the 'real world' and the combination of studying and working has set her up excellently for her career. She sees the support she has received from the BJF Group team as crucial to her success so far and is really looking forward to continuing to progress her career alongside them.



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## Archie

In October 2022 Archie joined our Facilities Management Division as an Electrical Apprentice working within the major projects team.

Archie said:

*"I found out about BJF Group through a family friend and decided to take on an Apprenticeship here because of the career opportunities they give you after you qualify.*

*I would recommend an Apprenticeship to anyone considering doing one. It's great to be able to earn a bit of money whilst learning loads at the same time.*

*I am looking forward to learning from the senior member of the BJF team."*

Archie is studying at London Southeast College and hopes to progress his career as an electrician once he has qualified.

## Apprenticeship Feedback at BJF Group

Since beginning their electrical apprenticeships Sam and Ethan have been working together on our Wellington Barracks refurbishment project overseen by senior members of our electrical team. Whilst their routes into an apprenticeship were slightly different, they both share the same view that there are significant benefits to being able to 'earn while you learn,' especially if you are more practically minded.

**When asked about his time at BJF Group so far, Sam said:**

"I enjoy working on site because I learn better by watching. I am getting great exposure to the working world whilst earning at the same time."

**Similarly, Ethan had this to say:**

"I am getting great support from the BJF team on site and have learnt loads by working alongside the experienced operatives. I am getting involved with a variety of tasks which will all add to my own experience."

Sam, Ethan and Alfie would all recommend an apprenticeship as they believe that it opens you up to opportunities that would not otherwise exist such as building a network of contacts and gaining real-life experience not just of your job but also how to conduct yourself professionally.

Plumbing apprentice Alfie decided early on in life that he wanted a career path that would keep him moving forward in terms of progression and literally moving (he hates sitting still!) Like Sam and Ethan, Alfie has cut his teeth on our Wellington Barracks project working with experienced plumbers as well as spending some time alongside the other apprentices. He sees his apprenticeship as the start of a lifelong career in which he will always be learning.



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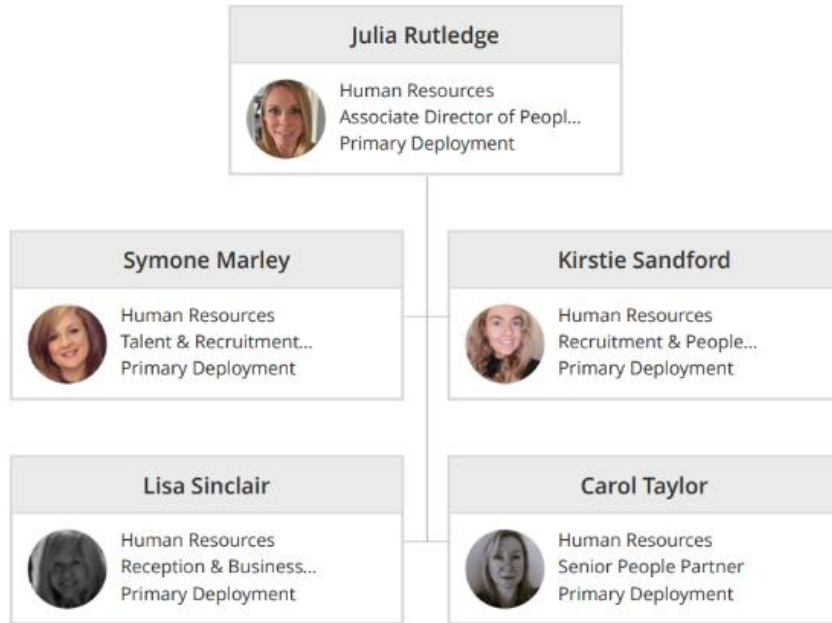
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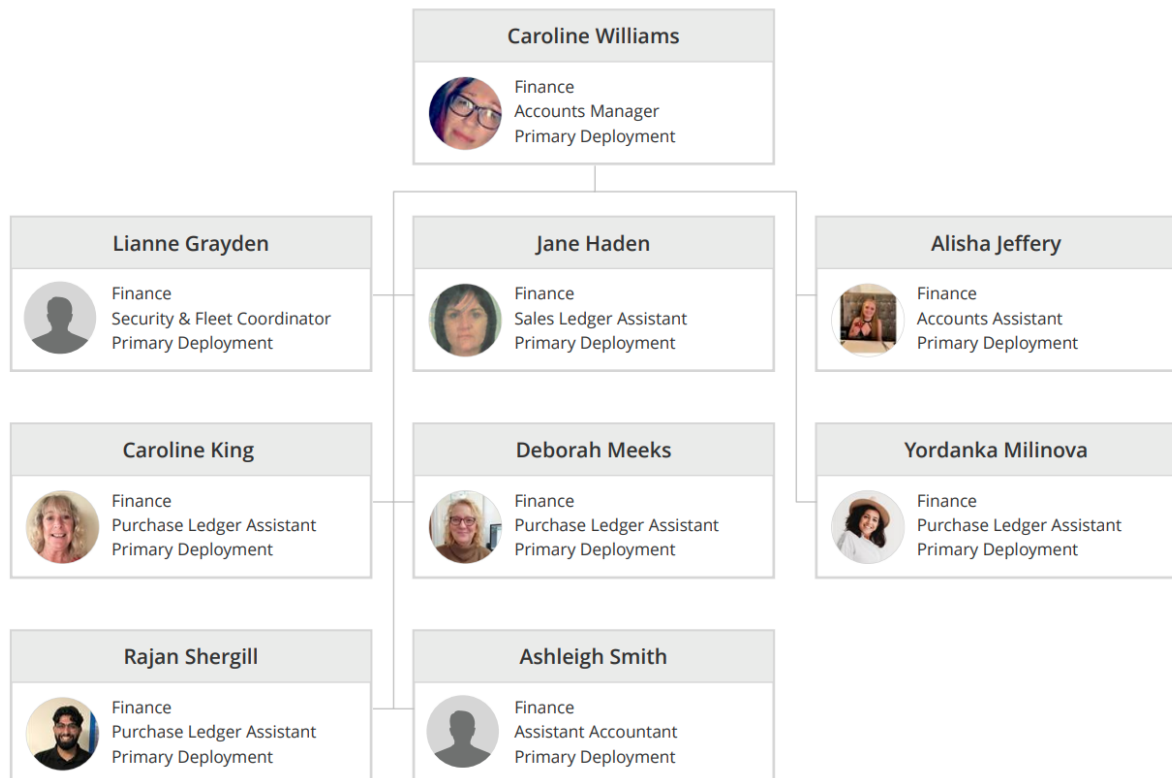
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## 05. Head Office Support Functions

### Your People & Talent Team



### Your Finance, Payroll, Fleet & Clearance Team



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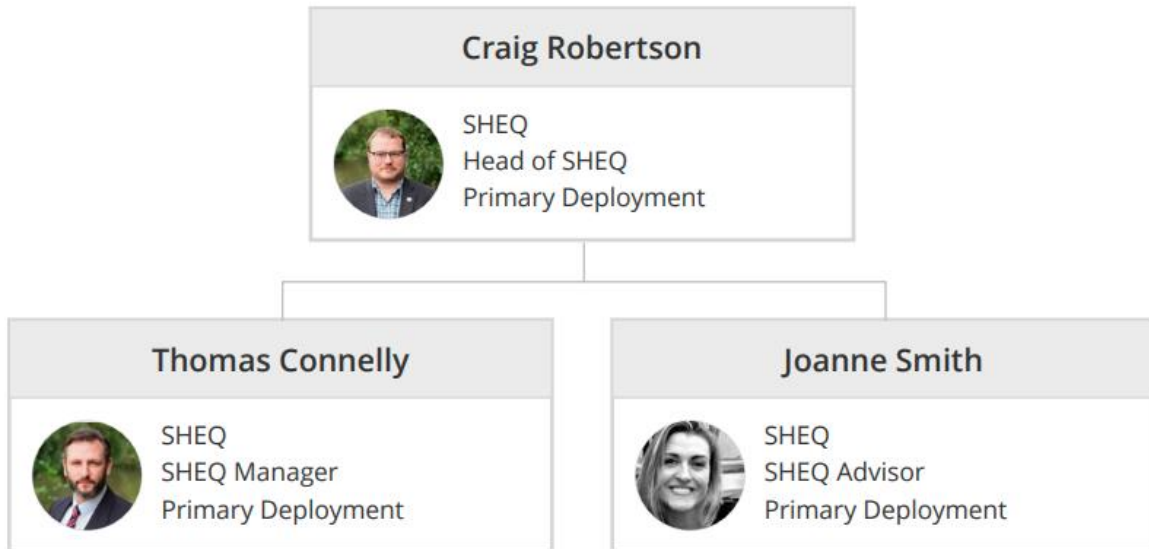


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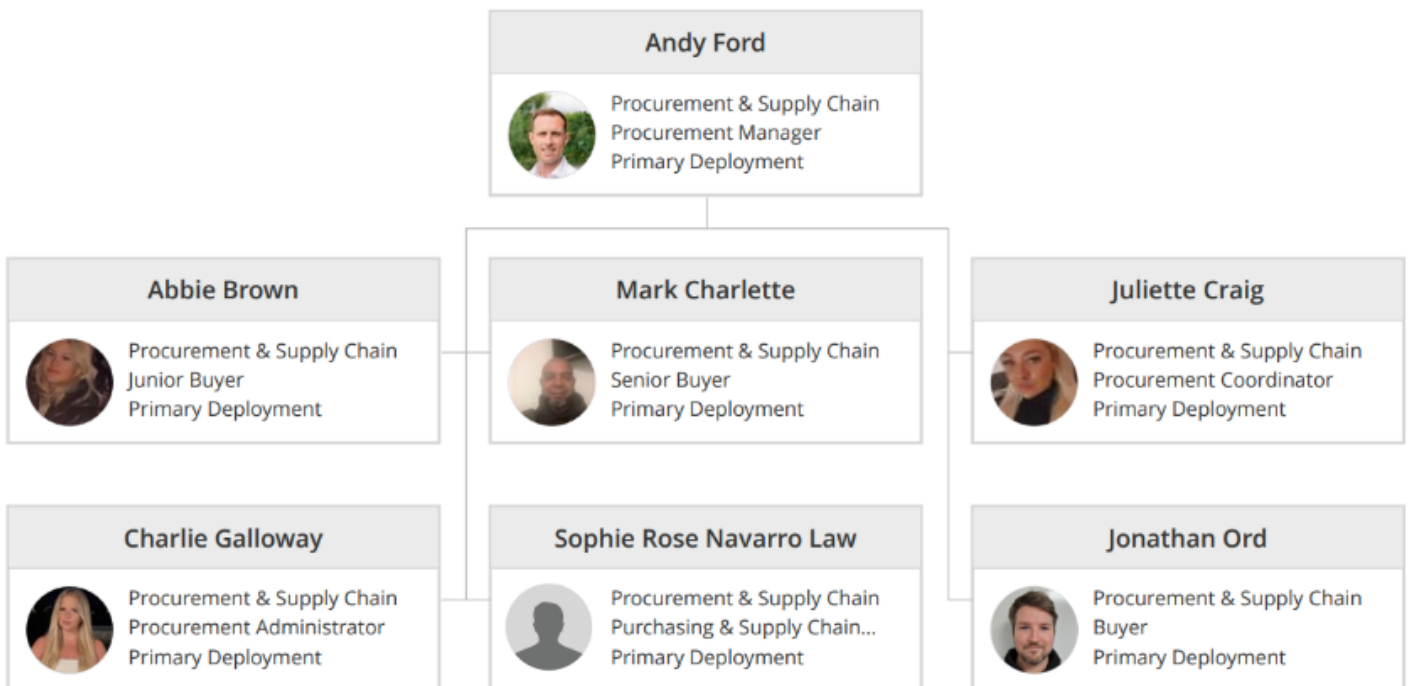


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Health, Safety and Quality Team



Group Purchasing & Supply Chain Team



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## 06. Contact Sheet

Subject	Contact	Number	Email
<b>HR</b>	Julia (ext. 650)	07827 098 321	HR@bjfgroup.co.uk
	Carol (ext. 646)	01622 266 266	
<b>Payroll &amp; Fleet</b>	Caroline (ext. 602)	07920 130 150	payroll@bjfgroup.co.uk
	Ashleigh (ext.601)	01622 266 266	
<b>Health &amp; Safety</b>	Craig	07774 126 003	Healthandsafety@bjfgroup.co.uk
	Jo (ext. 624)	07495 182 086 / 01622 266 266	
<b>Clearance</b>	Lianne (ext. 610)	01622 266 266	securityclearances@bjfgroup.co.uk

## 07. Housekeeping

### Associated Documents

- Employee Handbook and Policy Guide
- Culture Guide
- Apprenticeship Policy
- Apprentice Review Form



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