



YOUR GUIDE TO STARTING YOUR CAREER

**EVERYTHING YOU NEED TO KNOW BEFORE YOU
EMBARK ON YOUR APPRENTICESHIP JOURNEY**

B **BALTIC**
APPRENTICESHIPS
www.balticapprenticeships.com

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NEXT STEPS //

Congratulations on securing your apprenticeship! Now that you've received the good news and accepted the offer, what should you do next?



1. REVIEW THE DETAILS

Once you've accepted your new position, you'll receive a confirmation email from your dedicated recruitment consultant and your brand-new employer. Keep your eye out for this as it will contain details about your start day, what to expect on your first day and some important information related to your apprenticeship programme. Make sure you take time to read and understand these - doing so will get you off to a flying start!



2. COMPLETE THE PAPERWORK

As you will probably expect, there is some paperwork to complete before you get started! Your new employer and the Baltic Onboarding Team may contact you to ask for some additional information before your onboarding session – make sure you are on hand to complete any paperwork promptly and respond to requests. You will also be asked to provide a form of ID, your national insurance number and your bank details for payroll purposes.



3. YOUR FIRST DAY

Starting a new job is an exciting time but we know it can also be daunting. However, we believe preparation is key! Ensure that you are ready to go and are on time for your first day, this will make a good impression to your new employer.

YOUR FIRST DAY CHECKLIST //

Whether this is your first job or you just want to make sure you have everything in order before you start your new position, we have you covered! To help you get off to a flying start, we have put together a handy checklist:

1. Plan your commute

If you're travelling by car, it's better to set off early to give yourself additional buffer time while you learn the route, find a parking space and judge the amount of traffic. Alternatively, if you are commuting by public transport, look up the cost and identify the best possible route.

2. Prepare your outfit

Some companies have a formal dress code and some may opt for a smart casual approach. Either way, make sure you are aware and prepare an appropriate outfit ahead of time!

3. Check your working hours

Make sure your commute to and from work suits your agreed working hours. Also, consider the length of your lunch break to be sure you have enough time to prepare and eat your meal.

4. Lunch Breaks

Different businesses have different working hours, so ensure you know what your shift pattern is ahead of your first day! Some employers may offer 1-hour lunch breaks, however, some offer 30 minutes - make sure to find out so you have enough time to finish your lunch and get back to your desk!

5. Remember names

Remembering your colleague's names shows respect and helps you build positive relationships. Forgetting names may be perceived as a lack of interest or attention, so ask for the names of those you work closely with - especially your Manager!

6. Remember your documents

Organise and bring any requested documentation as well as a valid form of ID, your national insurance number, P45 (where applicable) and bank details for payroll purposes.

7. Research

Before you start your new role or during your onboarding session, you are likely to receive information about company policies and an employee handbook. Make sure to read over these and look over the company website to ensure you have a good understanding of your new employer and its values.

8. Phone

Using your phone during working hours is a big no-no! Before you start your day, either switch it off or turn it on silent - save it for your break!

9. Ready to work

If this is your first time in a 9-5 role, it may take some time to adjust. Make sure you get enough sleep the night before so you are ready to tackle the day!

PROFESSIONAL STANDARDS //

As an apprentice with Baltic, there are a handful of professional standards we expect you to uphold; failure to follow them can lead to disciplinary actions, including dismissal. To ensure that never happens, we have created some guidelines to help you promote professionalism, safety, and mutual respect in the workplace.



SAFETY & WELFARE

1. Prioritise safety & get familiar with the company's health & safety policy
2. Follow all safety guidelines, procedures, and protocols
3. Be fresh & ready to perform to the best of your ability at work & in training



RESPECT & COMMUNICATION

1. Treat everyone with respect, and avoid any form of discrimination or bullying
2. Maintain confidentiality regarding the company & sensitive information
3. Communicate clearly with colleagues, considering how your message may be interpreted



PERSONAL IMPROVEMENT

1. Demonstrate your commitment to learning & personal growth
2. Be open to constructive criticism – it's not personal, it's to help you grow & develop!
3. Complete assignments to agreed deadlines, and make rearrangements in advance where possible



PROFESSIONALISM

1. Arrive on time for work and your training sessions
2. Dress appropriately and in line with company dress code
3. Demonstrate a strong work ethic & show enthusiasm

REMEMBER:

You are an ambassador of Baltic Apprenticeships and your employer both in and out of working hours, including when using social media!

APPRENTICESHIP COMMITMENTS //

Apprenticeships are a balance of full-time work and education so they require dedication, hard work, and a willingness to learn. When you sign up for an apprenticeship with Baltic, we expect you to:

Complete your apprenticeship

A Level 3 apprenticeship is a 17-month commitment and a Level 4 programme is up to 20 months. Once you start your apprenticeship, we expect you to stay engaged and be an active contributor until you get your final grade. On completion, you'll be fully competent in all aspects of your job role and ready for a long-term career in your chosen sector.

Attend your scheduled training sessions

You will be required to attend mandatory online training sessions throughout your apprenticeship in our SMART classroom. During these courses, we expect you to be on time and free from distractions. We advise that you test out your IT equipment before your training session to make sure you are connected and ready to go!

Complete your projects

Throughout your apprenticeship, you will complete projects to evidence how you are putting everything you have learned in your training sessions into practice in your job role. To complete your projects to the highest possible standard, you will need to make sure you give yourself enough time to finish and proofread them before the deadline date. It's important to remember, your projects will count towards your final grade.

Attend your progress reviews

Your Coach will book regular progress reviews with you throughout your course. During these sessions, your Coach will discuss your progression, provide feedback on your submissions and plan upcoming work that you will need to complete. Progress reviews are also safe spaces for you to share any challenges you are facing inside or outside of the workplace. Remember, your Coach is there to support you throughout your apprenticeship journey!



SUPPORT CENTRE:

Our online support centre is here for you at any time during your programme. Report an issue, access support, or find information here:

www.balticapprenticeships.com/support-centre

PROJECTS 101 //

As we said earlier, your projects are important as they count towards your final apprenticeship grade. The purpose of these is to showcase evidence of you demonstrating the knowledge, skills and behaviours required to successfully pass your apprenticeship. You may often see these referred to as 'KSBs' and you will be assessed in each area:



KNOWLEDGE

Your knowledge criteria is met by showing your technical understanding of various elements, tools and techniques



SKILLS

Your skills criteria is met by showing your competence when carrying out your job role, duties and daily tasks



BEHAVIOURS

Your behaviour criteria is met by demonstrating soft skills such as communication, time management, problem-solving, initiative, and more

FEELING UNCERTAIN? //

Starting an apprenticeship is an exciting but nerve-wracking time. It's normal to have doubts about whether it's the right choice for you.

However, it's important to remember that apprenticeships are a great way to gain practical skills and experience in a particular field.

Unlike traditional education, apprenticeships provide hands-on training that helps you climb the career ladder. They also offer the chance to earn a salary while learning, making them an excellent option for those who want to jumpstart their career without incurring large amounts of student debt. Lastly, apprenticeships often lead to long-term employment opportunities as many businesses associate apprenticeships with loyalty.

If you do begin to feel unsure about your apprenticeship, it's important to speak with your Coach, or anyone from the Baltic team that you feel comfortable with. We are here to support you and if you are facing difficulties, we need to know so that we can help.

Not finishing your apprenticeship means you will lose the time you have invested in your programme, don't let your hard work go to waste before we have explored all options!

REMEMBER, BY THE END OF THE APPRENTICESHIP YOU WILL HAVE:

- 01** Valuable skills and experience for the future
- 02** An industry recognised qualification
- 03** Independence and confidence
- 04** An excellent opportunity to continue growing your career



of our apprentices remain in full-time employment on completion of their programme.

THE ROLE OF BALTIC & YOUR EMPLOYER //



YOUR EMPLOYER

Job role & workload

If you have a question about your job role and duties or you feel your workload is too high, it's always best to approach this with your manager in the first instance. Usually, honest and open communication will resolve this.

Sickness and lateness

If you feel unwell and unfit to work or you are running late, you need to let your manager know. Your company will have a policy for reporting sickness absences, so make sure you are aware of this and follow the correct procedure.

Salary & Payroll

Although Baltic are your apprenticeship training provider, your contract of employment is with the company you work for - so they will handle anything related to your salary or payslip.



YOUR COACH

Training & Assessment

If you need to reschedule a progress review, can no longer attend a training week or just have general questions about your projects or apprenticeship, your Coach is your go-to.

Escalating a concern or issue

Sometimes, we know conversations can be difficult and you may not feel comfortable discussing some concerns with your employer. If you feel like your employer isn't acting appropriately, speak to us so we can investigate it further.

BALTIC APPRENTICESHIPS PERKS //

As a learner with Baltic, you're an important part of our vibrant apprentice community. There are lots of ways to get involved, and a few different perks you can make the most of while you're learning with us!

BALTIC LIVE

Baltic Live is our virtual events and networking programme. Each month, we bring together our apprentices, industry experts, Baltic Champions, and our team to discuss a fresh topic. Expect interactive workshops, Q&As, and industry insights, all on a screen near you.

BALTIC CHAMPIONS

Baltic Champions are apprentices who regularly share their experiences and expertise. Baltic Champions contribute to our blogs, social media, success stories.

They'll also take a leading role in Baltic Live events and answer any questions you may have around your apprenticeship programme.

BALTIC COMMUNITY

We know that apprentices don't always get the opportunity to network with other apprentices. We wanted to change that! We have developed a bespoke online Baltic Community with a mobile app to help you make the most of your apprenticeship experience. By joining the Baltic Community, you unlock exclusive events, networking opportunities, and useful resources, which have been created specifically for our Baltic apprentices.

MONTHLY MASTERCLASS

We go above and beyond the original apprenticeship standard – each month our Masterclasses allow you to immerse yourself in a new industry tool or technique and gain extra certifications.

Masterclasses range from 1 hour to 2.5 days and ensure your apprenticeship can be tailored and personalised to suit your individual role.

TOTUM APPRENTICE CARD

A Totum Apprentice card gives you discounts at major brands and retailers such as Asos, Samsung, Boots, MyProtein and more.

APPRENTICE AWARDS

Do you have what it takes to be nominated as Apprentice of the Month or even Apprentice of the Year? We regularly recognise effort and excellence, with shout-outs, prizes, and awards.



**Please contact Baltic Apprenticeships
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