

AN INTRODUCTION TO  
EMPLOYMENT RESPONSIBILITIES & RIGHTS  
FOR  
APPRENTICES  
IN  
LOGISTICS INDUSTRIES

Updated November 2007

**This booklet is required to be completed by Apprentices and  
Advanced Apprentices starting on their Apprenticeship on or  
after the 1<sup>st</sup> November 2005**

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## Acknowledgements:

We would like to thank SEMTA, the Accounting Occupational Standards Group (AOSG), Centre for Rail Skills/GoSkills, and Learn to Change Ltd for the valuable sources of information and concepts from previously developed materials.

Dear Apprentice

Welcome to an Apprenticeship programme specially designed for the Logistics industries, which will lead you to develop skills that employers' truly value. During your Apprenticeship you will be learning a variety of new skills, and developing knowledge that will lead you towards successful completion.

Part of your programme includes knowing your employment responsibilities and rights (ERR). These notes outline the areas that you need to know about, and will be generally be covered by your employer through their induction programme. Your employer and/or your training provider should be able to answer any queries you may have, as they will want you to learn about the business, the company's services and the legal framework in which it operates.

Your employer or training provider will ensure that you understand about the qualifications you are undertaking – NVQ, Key Skills, and possibly a Technical Certificate, how to collect evidence of your learning and how this will be assessed.



We would encourage you to learn more about the logistics sector, and the opportunities it offers you in developing an interesting and rewarding career over time.

It's worth frequently visiting the Skills for Logistics website [www.skillsforlogistics.org](http://www.skillsforlogistics.org)

Good luck with your programme, and we wish you a stimulating and successful career within the logistics industries. You are now working towards your future in a sector that we believe you will have pride in being a part of.

Skills for Logistics Sector Skills Council

How to Use this Notebook

- Briefly read through this notebook to get a complete picture of what it contains – this will help you to see where topics fit in with your induction programme and make sure that you do not miss any opportunities to gather evidence for ERR.
- Some of the knowledge you will need for ERR will be explained by your employer and some by your college or provider.
- Read the information about each topic first - it is illustrated by this symbol: 
- To help you we have highlighted key legislation in the right hand column with this symbol:  

- Seek advice from colleagues, trainer or mentor if you need help and use the information sources provided in this notebook to find out more information.
- As you work through the topics tick the Completion Form provided at the end of the Notebook stating where you learnt about the topic and where the evidence is. For example if you learnt about your contract of employment during your employer induction and you have an employee handbook, tick both columns with these headings on the sheet.
- You may find it helpful to complete the Activity Sheets as a source of evidence that you have gained an understanding of your Responsibilities and Rights and/or you may also use other sources of evidence to prove this.
- The notebook is in A4 loose leaf format so that you can insert it into a ring binder with your other work – for example your work experience log if you have one or company handbook.
- Learning about employment responsibilities and rights will help you to settle into your training programme more quickly and help you to become an effective member of the teams with whom you will be training and working.

## 1. Your Statutory Rights and Responsibilities

### Employment Law

Employment law exists to protect your rights as an employee and those of your employer.



Employment Rights Act 1996

### The main areas of employment law are:

- Contracts of Employment
- Working hours and holidays
- Sickness absence and sick pay Health and safety
- Anti -discrimination
- Data protection



### Contract of Employment

- ☺ Contracts of employment are “legally binding” on both you as an employee and your employer and protect each other’s rights and responsibilities.
- ☺ You are entitled to receive a written statement of the key terms and conditions of your employment within two months of starting work, providing the contract lasts for more than one month.
- ☺ Changes to your employment contract must be made using procedures designed to protect you from unfair treatment and after consultation
- ☹ If you feel that you are being treated unfairly or dismissed, you have the right to take your case to an Independent Employment Tribunal, after following your employer’s procedures and you meet certain rules about length of employment



## Working Hours and Holidays



Working  
Time  
Regulat  
ions  
1998

- ☺ The Working Time Regulations 1998 apply to all employers in the UK and set rules about the amount of time that employees can work and rest time entitlement.
- ☺ The Regulations are enforced by Employment Tribunals combined with inspections from the Health & Safety Executive.
- ☺ There are special provisions which limit the number of hours that young workers aged 16 – 17 can work.
- ☺ Employees who take maternity or paternity leave have specific rights and responsibilities.



### **You will need to know:**

- your working hours and rest periods
- what you must do if you need to take time off work, who to contact, and the rules that apply



## Sickness Absence and Sick Pay

- ☺ Many employers pay a minimum level of sick pay but some employers go beyond this and pay more if employees are unwell.

- ☺ There are rules about who can claim Statutory Sick Pay (SSP) which relate to:
  - Your age
  - Your earnings
  - Whether you are claiming other benefits (e.g. maternity or incapacity benefit)
- ☺ You are allowed to “self certificate” your sickness for the first few days without going to your doctor. Exact arrangements and procedures vary from employer to employer.
- ? **You will need to know:**
  - The sick pay arrangements
  - The rules about how and when you should notify your employer if you are unable to go to work due to illness
  - The implications of not following these rules



## Health and Safety

- ☺ Safe working practices are fundamental to the Logistics Industry and you will be learning about this and related Regulations during your training. The Health and Safety at Work Act (HASAW) 1974 applies to all employers.



Health & Safety at Work Act 1974



Health and Safety at Work Regulations 1999

☺ The HASAW Act makes employers and employees responsible for the following:

- Employers must safeguard, as far as possible, the health, safety and welfare at work of everyone who works for them
- This includes making sure that any machinery and equipment provided is maintained to make sure that it is safe and that employees are trained to use it properly. This also includes working safely with substances.
- Employees have a duty to take reasonable care to avoid harming themselves or others at work and to co-operate with employers and others to meet the requirements of the HASAW Act.
- Employees must not interfere with, or misuse anything provided to protect their health, safety or welfare.

☺ There are specific health and safety requirements relating to the employment of young people

? **You will need to know:**

- Specific health and safety regulations and codes of practice which apply to you and your workplace
- Specific measures put in place by your employer to protect you and others against any risks from the job you are doing, your working environment and the tools and equipment you are using.





## Anti Discrimination and Equal Opportunities



Everyone has the right not to be discriminated against on the grounds of:

- gender
- race
- religion
- disability
- sexual orientation
- Age



Sex  
Discrimination Act, 1975  
Race  
Relations  
Act, 1976  
Disability  
Discrimination Act, 1995  
Employment  
Equality  
Regulations  
2003  
Employment  
Equality  
Regulations  
(age) 2006



You are legally protected during recruitment and from the first day of employment.



From 1<sup>st</sup> October 2006 it became unlawful to discriminate against people at work because of their age. However, young people working with special equipment or plant may have to reach a set minimum age before they are allowed to do so. There are also age restrictions applying to driving. There are special provisions within the Young LGV Driver Scheme managed by Skills for Logistics which enable Apprentices taking the Driving Goods Vehicles Apprenticeship to achieve a category C driving licence at age 18 rather than 21, and where appropriate, an option to achieve a category C+E licence before their 21<sup>st</sup> birthday.

? **You will need to know:**

- equal opportunities policies and procedures in your workplace
- what steps you should take if you witness or experience discrimination because of your gender, race, religion, age, disability or bullying at work, such as reporting it to your line manager, keeping a diary, seeking medical advice if your health is affected.
- bullying can include public insults, unfair or excessive criticism of you work, repeatedly changing or setting unrealistic work targets, shouting and general abusive behaviour



## **Data Protection <sup>1</sup>**



The Data Protection Act 1998 applies to all data held by an employer about an employee and covers both computerised data and paper-based systems.



Data  
Protection  
Act 1998



The Act covers:

- the processing and storing of data
- your responsibilities
- your employer's responsibilities



The Act includes eight basic Principles that require, amongst other things, that personal data are processed fairly and lawfully, are accurate and relevant and are subject to appropriate security.

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<sup>1</sup> The Freedom of Information Act 2000, which gives individuals right of access to information held by public authorities – health service, local government, police, etc, came into force in January 2005.


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**You will need to know:**


- who to talk to about your personnel record
- what type of information is in your personnel record and who else has access to it
- the procedures you need to follow to report any changes in your circumstances, such as changes to your address, telephone number, next of kin

**Activity Sheet 1**  
**Statutory Responsibilities and Rights**




-  **1. Look around your workplace for posters and notices and write brief notes about what they contain and why they are displayed**


-  **2. Read your contract of employment and list six key points below, saying why you think they are important**

 **3. Who should you contact if you have a grievance?**


 **4. Look at your pay slip and write down the types of information it contains**

 **5. What would you do if you were ill and could not go to work?**

-  **6. What would you do if you needed time off for any of these reasons?**
- **A doctors/dentist appointment**
  - **Holiday**
  - **Family reasons**
  - **Public duties (e.g. serving as a member of a jury)**

-  **7. The Law protects you against discrimination. Name at least four types of discrimination and give an example of each.**

 **8. What would you do if you were being bullied, harassed or discriminated against at work?**

 **9. Explain why your age can affect the hours you work or the type of work that you are allowed to do.**


 **10. Describe the information held on your personnel file**


 **11. Why do you think employers need this information?**



**✎ 12. Where would you find the name(s) and job title(s) of the nominated person(s) in your workplace responsible for health and safety arrangements?**

**✎ 13. Describe six GENERAL health and safety requirements that apply to your job**

-  **14. Explain what GENERAL steps you should take to keep yourself and others safe at work. This should cover materials, the environment and use of tools and equipment.**

-  **15. What do you need to find out about health and safety if you move to another work area or department?**



## You and Your Job

☺ Every business is different, and it is important that you gain an understanding as soon as possible about the organisation employing you, the nature and activity of the business, and your role within in. You also need to understand your employer's expectations of you, and the duties that you will be responsible for. You may or may not be given a staff handbook, but ask questions so that you understand where you fit within the business.

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. **You will need to know:**

- what your main duties and responsibilities are
- who is your line manager
- who your trainer(s) and assessors(s) are, and how and when your training and assessment is taking place
- how your role fits in with others in your organisation
- who are the people you will work most closely with
- the structure of the organisation
- who are the clients that your employer provides a service to
- the importance of good customer service, and what that means in practice
- make a start in gaining knowledge of the systems and procedures that you will need to follow

- ☺ Remember people will be pleased to help you, but they will want to see you show interest and that you are keen to learn.

Make sure that you are always punctual, tidy in your appearance, and when you are carrying out practical work. You will also need to make ensure clothes are clean, and appropriate for the job you do. If you are required to wear specialist clothing for example safety footwear, or a uniform then ensure that you ALWAYS comply with this requirement.

It is important that you form good relationships with your colleagues, and are a team worker.



### **The Components of Your Apprenticeship**

- ☺ Your Apprenticeship is made up of several components. These include a National Vocational Qualification (NVQ) that will enable you to prove that you are able to carry out duties within your job role to a nationally recognised standard. Key Skills will enable you to achieve national qualifications recognising skills in communication skills and using numbers. You may also take a nationally recognised qualification known as a technical certificate, which will test, and help develop your knowledge. (Not all Apprenticeships include a technical certificate)

- ? **You should already know:**
- title of your Apprenticeship
  - the level of your Apprenticeship
  - the title of the NVQ
  - the Key Skills within your Apprenticeship
  - the title of the technical certificate (if required)

- ☺ At the start of your Apprenticeship your employer and/or provider will develop an Individual Training Plan for you, which will set out your training and development. It will record what you are expected to achieve, and target dates for achievement. This is an important document, and together with a review process will enable you to follow, and recognise how much progress you are making.



## **Training & Career Development**

- ☺ Logistics is a vital industry within the UK economy, and offers a wide range of interesting training and career opportunities. Your apprenticeship programme could be the first step on a long, and rewarding career. By distributing goods from initial raw materials right through manufacturing processes to the delivery of finished products logistics is the heart of the economy – always beating, always working to load, store and distribute the goods that companies and consumers require. The shirt on your back, and the food that you eat will all have reached you through the logistics chain of supply. That's why the opportunities logistics offers for further training and development are so varied and wide.

You may work in a specialist role supporting warehouse management, or planning the transport of goods. You may develop a career driving goods vehicles, or repairing and maintaining equipment. Over the next ten years the industry will need over 500,000 new employees in the UK, so you can be sure that you are part of an industry that's really going places.

Your employer will be able to tell you about training and career development within your organisation.

There is an easy way to navigate around the careers maze, and you may want to know more about training and development that is valued within the industry.

Take a look at <http://www.careersinlogistics.co.uk>

You will see just how interesting careers in the sector can be.



## Industry Issues


- ☺ Like all industries logistics has particular issues affecting the way that businesses operate. There is increasing regulation including new directives from Europe, which set out tight limitations on driving hours. The storage and transport of goods is influenced through a variety of legislation, and your employer/provider should indicate to you where rules apply which are legal requirements.

There will be some variations depending on the type of workplace, and the goods that you are working with. Businesses within logistics are often concerned about fuel costs, and generally want to maintain their competitiveness through cost efficiencies. There is an ever-increasing need for drivers, and businesses are keen to recruit and retain good reliable staff. Many companies are keen to encourage people to stay within the industry and to progress in technical and supervisory/management roles.

## Activity Sheet 2 Career Pathways



-  1. What job is your programme training you for?

-  2. Describe how your career path could develop and if your company has a website then visit it and <http://careersinlogistics.co.uk>

-  **3. What training opportunities are there in your company and what do you need to do to take advantage of them?**

-  **4. Describe the main components of your apprenticeship programme.**



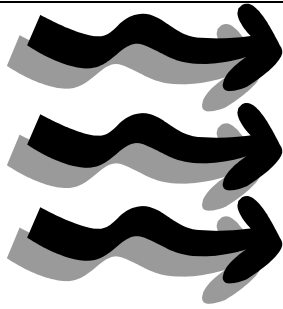
**We hope that this information and your notes prove helpful to you. During your apprenticeship you will follow a training programme with targets for when you should aim to achieve elements from it.**

**You will also have regular reviews with your employer/provider that will explore your progress as you go through the programme.**

**The following sheets provide details for organisations that may prove of interest to you, and link to your responsibilities and rights within employment.**

**IMPORTANT NOTE**

**Please remember to complete and sign the Employment Responsibilities & Rights Certificate, and keep the original very safe in your portfolio.....DON'T LOSE IT.**



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## General Sources of Information and Advice.

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<b>Advisory Conciliation and Arbitration Service (ACAS) – booklets and advice on employment matters.</b>	Head Office, Brandon House, 180 Borough High Street London SE1 1LW Tel: 0171 210 3000 <a href="http://www.acas.org.uk">www.acas.org.uk</a>
<b>ACAS Publications:</b>	ACAS Reader Ltd PO Box 16 Earl Shilton Leicester LE9 8ZZ Tel: 01455 852225
<b>Adviceguide –</b> information about a range of topics, including contact details of the National Association of Citizen's Advice Bureau	<a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a>
<b>Commission for Racial Equality</b>	Elliott House 10 –12 Allington Street London SW1E 5EH Tel: 0207 828 7022. <a href="http://www.cre.gov.uk">www.cre.gov.uk</a>

<b>Data Protection &amp; Freedom of Information</b>	Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF <a href="http://www.dataprotection.gov.uk">www.dataprotection.gov.uk</a>
<b>Equal Opportunities Commission</b>	Arndale House, Arndale Centre Manchester M4 3EQ Tel: 0161 833 9244 <a href="http://www.eoc.org.uk">www.eoc.org.uk</a>
<b>Health &amp; Safety Executive</b>	HSE Infoline 0870 545500 Fax: 02920 859260 Email: <a href="mailto:hseinformationsservices@natbrit.com">hseinformationsservices@natbrit.com</a>
<b>Health &amp; Safety Books</b>	PO Box 1999, Sudbury, Suffolk, CO10 6FS
<b>Skills for Logistics Sector Skills Council</b>	14 Warren Yard Warren Farm Office Village Stratford Road Milton Keynes MK12 5NW 01908 313360 <a href="http://www.skillsforlogistics.org">www.skillsforlogistics.org</a> Email: <a href="mailto:info@skillsforlogistics.org">info@skillsforlogistics.org</a>
<b>Chartered Institute of Logistics &amp; Transport (UK)</b>	Logistics & Transport Centre Earlstrees Court Earlstrees Road Corby Northants NN17 4AX 01536 740101 <a href="http://www.ciltuk.org.uk">http://www.ciltuk.org.uk</a> Email: <a href="mailto:enquiry@ciltuk.org.uk">enquiry@ciltuk.org.uk</a>

<b>British International Freight Association</b>	British International Freight Association Redfern House Browells Lane Feltham Middlesex TW13 7EP 020 8844 2266 <a href="http://www.bifa.org">http://www.bifa.org</a> Email: bifa@bifa.org
<b>Transport &amp; General Workers Union</b>	Transport House 128 Theobald's Road Holborn London WC1X 020 7611 2500 <a href="http://www.tgwu.org.uk">http://www.tgwu.org.uk</a> Email: <a href="mailto:tgwu@tgwu.org.uk">tgwu@tgwu.org.uk</a> ;
<b>United Road Transport Union</b>	76 High Lane Chorlton-Cum-Hardy Manchester M21 9EF 0161 881 6245 <a href="http://www.urtu.com">http://www.urtu.com</a> Email: <a href="mailto:info@urtu.com">info@urtu.com</a>
<b>Department for Transport</b>	Enquiry Service Great Minster House 76 Marsham House London SW1P 4DR 020 7944 8300 <a href="http://www.dft.gov.uk">http://www.dft.gov.uk</a>
<b>Careers in Logistics</b>	<a href="http://www.careersinlogistics.co.uk">http://www.careersinlogistics.co.uk</a>
<b>Apprenticeships</b>	<a href="http://www.apprenticeships.org.uk">http://www.apprenticeships.org.uk</a>

## Certificate of Compliance

### Employment Responsibilities & Rights

The candidate named below has satisfactorily met all the Governmental requirements for Employment Responsibilities & Rights

Date:

Candidate Name:

Candidate Signature:

Candidate Registration Number:

Work address:

Candidate Managers' Name:

Candidate Managers' Signature:

Assessor Name:

Assessor Signature:

Assessor Number:

IV Name:

IV Signature:

IV Number:

**Note:** A copy of this certificate must be sent alongside a framework claim, with a second copy kept in the candidates' personal file. The original is to be stored in the candidate portfolio.