



Education & Skills  
Funding Agency

# Recruit an apprentice Creating and managing vacancies and applications

October 2017

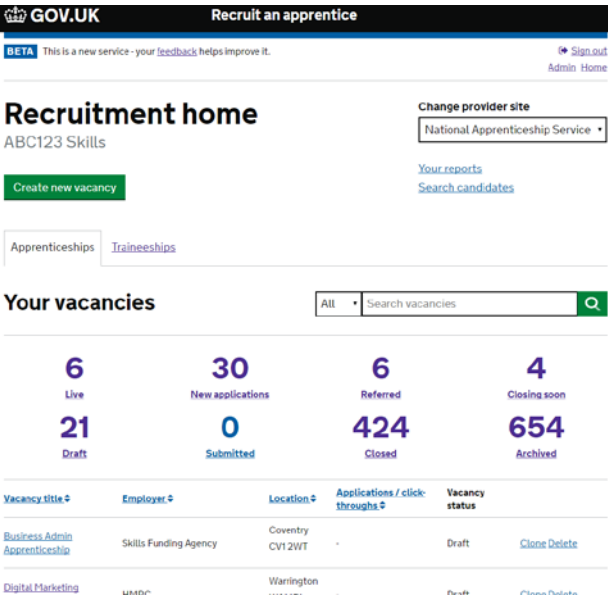
Of interest to employers and training providers using recruit an apprentice.

This document has been designed to help users of the recruit an apprentice service create adverts for apprenticeship vacancies and traineeship opportunities, and manage applications received from candidates using [find an apprenticeship](#).

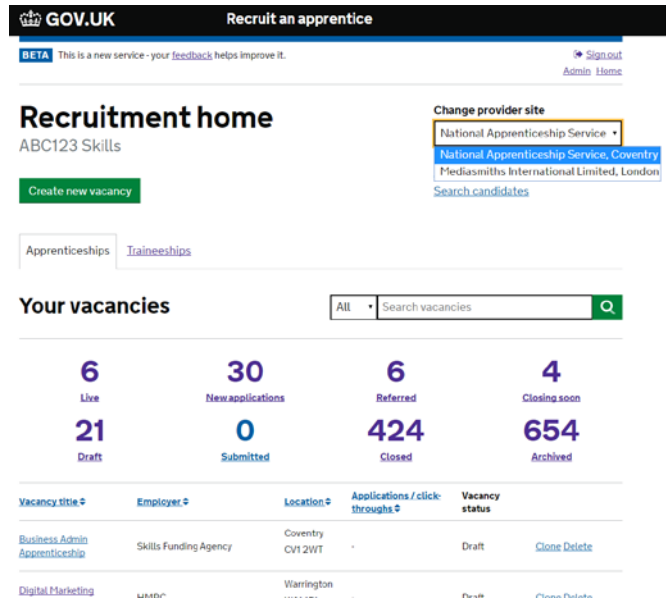
The guide covers the following:

- 1. Dashboard**
- 2. Creating an apprenticeship vacancy / traineeship opportunity**
- 3. Vacancy preview (submission and referrals)**
- 4. Managing live vacancies**

# 1. Dashboard

Screen / component	Description																							
Recruitment home	<p>When you log into the service you will land on the recruitment home dashboard.</p> <p>Your dashboard is where you can see an overview of all your vacancies and applications and you can begin the process of creating new vacancies.</p>																							
 <p>The screenshot shows the 'Recruitment home' dashboard for 'ABC123 Skills'. It features a header with 'GOV.UK' and 'Recruit an apprentice', a 'BETA' notice, and user options like 'Sign out', 'Admin', and 'Home'. A 'Change provider site' dropdown is set to 'National Apprenticeship Service'. There are links for 'Your reports' and 'Search candidates', and a 'Create new vacancy' button. Below, there are tabs for 'Apprenticeships' and 'Traineeships'. The 'Your vacancies' section includes a search bar and a summary grid:</p> <table border="1"> <tr> <td>6 Live</td> <td>30 New applications</td> <td>6 Referred</td> <td>4 Closing soon</td> </tr> <tr> <td>21 Draft</td> <td>0 Submitted</td> <td>424 Closed</td> <td>654 Archived</td> </tr> </table> <p>Below the grid is a table of vacancies:</p> <table border="1"> <thead> <tr> <th>Vacancy title</th> <th>Employer</th> <th>Location</th> <th>Applications / click-throughs</th> <th>Vacancy status</th> </tr> </thead> <tbody> <tr> <td>Business Admin Apprenticeship</td> <td>Skills Funding Agency</td> <td>Coventry CV1 2WT</td> <td>-</td> <td>Draft <a href="#">Close</a> <a href="#">Delete</a></td> </tr> <tr> <td>Digital Marketing</td> <td>...</td> <td>Warrington</td> <td>...</td> <td>Draft <a href="#">Close</a> <a href="#">Delete</a></td> </tr> </tbody> </table>		6 Live	30 New applications	6 Referred	4 Closing soon	21 Draft	0 Submitted	424 Closed	654 Archived	Vacancy title	Employer	Location	Applications / click-throughs	Vacancy status	Business Admin Apprenticeship	Skills Funding Agency	Coventry CV1 2WT	-	Draft <a href="#">Close</a> <a href="#">Delete</a>	Digital Marketing	...	Warrington	...	Draft <a href="#">Close</a> <a href="#">Delete</a>
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<p>Provider sites drop down</p>	<p>If you use multiple provider sites you can select the 'Change provider site' drop down located in the upper right hand corner.</p> <p>By doing this you will see a list of all your provider sites.</p> <p>The vacancies you create are unique to each site.</p>
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<p>Apprenticeship / traineeship</p>	<p>Vacancies are split into apprenticeships and traineeships. Simply select the tab to change between the two.</p>
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<p>'Lottery' numbers</p>	<p>The service also provides you with reporting metrics showing the status of your vacancies.</p> <p>Select any of the numbers if you want to filter your vacancies in the list below.</p>
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<p>Vacancies closing soon</p>	<p>Vacancies nearing the closing date are highlighted by the service.</p> <p>This is shown by the closing soon reporting metric, along with additional text in the vacancy list.</p> <p>Vacancies nearing the closing date which have no applications will be highlighted in red.</p>
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<p>Offline click-throughs</p>	<p>For vacancies which have applications managed outside the service you will be able to see the number of click-throughs that a vacancy has received.</p>
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<p>Clone</p>	<p>You can also clone vacancies from your dashboard by selecting the clone link on the left hand side of your vacancy list.</p>
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	Cloning can be done in all states except for referred vacancies.
Search your vacancies	If you have a large number of vacancies you can search within your vacancies by the vacancy title, employer, postcode or reference number.

## 2. Creating an apprenticeship vacancy / traineeship opportunity

Screen / task	Description
Create new vacancy	<p>You start the process of creating a new vacancy from the recruitment home dashboard.</p> <p>Many fields have automatic validation built-in so that we can quickly approve vacancies.</p> <p>You begin the process by selecting to create a new vacancy.</p>

**GOV.UK** Recruit an apprentice

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### Recruitment home

ABC123 Skills

**Create new vacancy**

Change provider site  
 National Apprenticeship Service  
 National Apprenticeship Service, Coventry  
 Mediasmiths International Limited, London  
[Search candidates](#)

Apprenticeships [Traineeships](#)

#### Your vacancies

All Search vacancies

<b>6</b> Live	<b>30</b> New applications	<b>6</b> Referred	<b>4</b> Closing soon
<b>21</b> Draft	<b>0</b> Submitted	<b>424</b> Closed	<b>654</b> Archived

Vacancy title	Employer	Location	Applications / click-throughs	Vacancy status
<a href="#">Business Admin Apprenticeship</a>	Skills Funding Agency	Coventry CV1 2WT	-	Draft <a href="#">Clone</a> <a href="#">Delete</a>
<a href="#">Digital Marketing</a>	UKIP	Warrington	-	Draft <a href="#">Clone</a> <a href="#">Delete</a>

Select linked employer and EDRS location

Once selected you are asked to select an employer for your vacancy.

Here you will see a list of all your linked employers.

There is an explanation of how to link to a new employer on page 17.

The screenshot shows the GOV.UK 'Recruit an apprentice' interface. At the top, there is a header with the GOV.UK logo and the text 'Recruit an apprentice'. Below the header, there is a 'BETA' badge and a message: 'This is a new service - your feedback will help improve it.' There are links for 'Sign out' and 'Home'. The main heading is 'Select an employer for your vacancy'. Below this, there are links for 'Link to a new employer', 'Search your employers', and 'Search your employers'. The page indicates 'Found 239 Employers'. A table lists two employers: 'Cabinet Office' and 'Skills Funding Agency'. Each entry includes the employer name, address, ERN, and a 'Select employer' link.

Name	Address	ERN	
Cabinet Office	Cabinet office Padworth RG7 5JF	123456789	<a href="#">Select employer</a>
Skills Funding Agency	SFA The Brooks SO23 8QY	123456789	<a href="#">Select employer</a>

Once selected you are asked to confirm the location and specify the number of positions for this vacancy. You can add other locations or set the vacancy as 'nationwide'. You will also be asked whether you want the employer's name and address to be included in the vacancy advert. Select 'save and continue' when you are happy with the employer information.

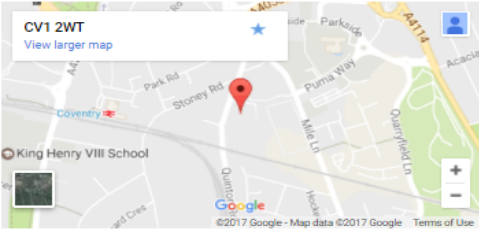
**GOV.UK** **Recruit an apprentice**

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[Admin](#) [Home](#)

## Check employer information

**Employer**  
Skills Funding Agency

**Address**  
Cheylesmore House  
Quinton Road  
Coventry  
West Midlands  
CV1 2WT



**Vacancy location options**

Use the main employer address

Add different location(s)

Set as a nationwide vacancy

**Will the employer's name and address be shown in this vacancy?**

Yes


No, the employer wants to remain anonymous

[Save and continue](#) [Choose a different employer](#)

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Enter basic vacancy details

Next you will be asked to enter the basic details about the vacancy.

Fields on this page include the vacancy title, a brief overview of the role, the vacancy type and the application method.

## Enter basic vacancy details

Title

100 characters remaining

Brief overview of vacancy role

350 characters remaining

Vacancy type

- Apprenticeship  Traineeship

Manage application method

How will candidates apply for this vacancy?

- Candidates will apply on this website  
 Candidates will apply through an external website

[Save and continue](#)

[Save and exit](#)

Vacancy type and application methods

If you wish to create a traineeship opportunity, simply select that option. This will then take you through a similar process to that of apprenticeships. However, the template is simplified to reflect that less information is required to fill out a traineeship opportunity.

Additionally if you wish to receive and manage candidate applications outside of this service you can select this option. Here you can enter a website URL and additional application information for candidates to see.

You will be able to see the number of click-throughs to your externally-managed vacancies on your dashboard.

By clicking on 'Save and continue', you will be taken to the 'Enter training details' page.

## Enter training details

As you progress through the vacancy you are able to specify a framework, alternatively if you deliver the new apprenticeship standards you can choose a standard job role instead.

You will then be asked to enter information about the training apprentices will receive.

You also have the option to add your contact details.

Once you have completed this information, click on 'Save and continue' to proceed to the next page.

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## Enter training details

**Apprenticeship type**  
Select a framework if you only offer this type of apprenticeship training.  
Alternatively, if you also deliver the new [apprenticeship standards](#), you can choose a standard job role instead.

Framework  Standard

**Apprenticeship framework**  
Business and Administration (CFA)

**Apprenticeship level**  
 Intermediate  Advanced  Higher  Degree

**Training to be provided**  
NVQ Level 2 in Business Admin  
Functional Skills in English Maths and IT

**Contact details**

Contact name (optional)  
Joe Bloggs

Contact number (optional)

Email (optional)

[Save and continue](#) [Save and exit](#)

Enter further details

Once the training has been specified you can enter further details about the vacancy, including the working week, wage, vacancy duration and dates.

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## Enter further details

**Working week**

250 characters remaining

**Paid hours per week**

**Wage**

National Minimum Wage

National Minimum Wage for apprentices

Custom wage

or

Choose a text description of the wage

**Expected duration**

 weeks ▾

**Closing date for applications**

**Day** **Month** **Year**

**Possible start date**

**Day** **Month** **Year**

**Vacancy description**


☰ ☲ ☳ ☴ ☵ ☶ ☷ [Format](#) ▾

[Save and continue](#) [Save and exit](#)

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## Business rules

Recruit an apprentice has various business rules built into the service, this not only ensures that vacancies go through the review process quickly, but that they are also of a high quality.

These rules include:

- Ensuring that when specifying a custom wage, the amount entered is not less than the national minimum wage for apprentices. If you do so, a message is shown on screen advising you of this
- The service also ensures that the vacancy duration is correct based on the paid hours per week entered. If the vacancy duration is not long enough based on the paid hours per week entered, you are prompted with a message to amend the values you have entered
- Additionally vacancies must meet the minimum expected duration of an apprenticeship

Select 'Save and continue' to move to the next page. Any value which does not meet the requirements of the service will show you a message prompting you to correct it.

Requirements and prospects

On this page you can enter information about the type of candidate you require. You can also promote the future prospects of the role for candidates once they have completed their apprenticeship.

The screenshot shows the 'Recruit an apprentice' page on GOV.UK. At the top, there is a header with the GOV.UK logo and the title 'Recruit an apprentice'. Below the header, there is a 'BETA' notice and a 'Sign out' link. The main heading is 'Requirements and prospects'. The form is divided into several sections:

- Desired skills:** A text box containing 'Computer literate', 'Communication skills', and 'Writing skills'.
- Desired personal qualities:** A text box containing 'Enthusiastic', 'Self starter with initiative', and 'Attention to detail'.
- Desired qualifications:** A text box containing 'GCSE English Language and Maths A - C or equivalent qualification'.
- Future prospects:** A text box containing 'Very good networking opportunities with a wide range of SMEs and large businesses in Birmingham's business quarter.'
- Things to consider (optional):** An empty text box.

At the bottom of the form, there are two buttons: 'Save and continue' (highlighted in green) and 'Save and exit'.

Extra candidate questions (optional)

Here you can specify additional questions you would like the candidate to answer as part of their application. These questions are optional. However, using these questions gives applicants a chance to really stand out. Once you have completed the candidate questions section you will be taken to the vacancy preview.

## Extra questions you'd like to ask candidates (optional)

First question (optional)

Why are you interested in this apprenticeship?

Second question (optional)


[Save and preview vacancy](#)

[Save and exit](#)

Vacancy preview - submit for approval

This preview is exactly as the candidate would see it on the find an apprenticeship service.

When you are happy with the vacancy you can submit it for approval.

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## Vacancy preview

# Business Admin Apprentice

Cabinet Office

**Brief overview of the role**  
We are looking to take on a Business Admin Apprentice to work in our busy office based in Oxford. You will be responsible for general admin duties in your daily tasks while assisting other staff.

**Closing date**  
01 Sep 2016

### Apprenticeship summary

<b>Working week</b> Monday to Friday 9 - 5 Total hours per week: 37.00	<b>Vacancy description</b> Duties include: Back office support function in administration Filing, photocopying and faxing Contact different companies and organisations asking if they require translation services
<b>Weekly wage</b>	



Confirmation page

When the vacancy has been submitted for approval, you will be shown a confirmation message.

From here you can choose to create a new apprenticeship vacancy or traineeship opportunity, or return to the recruitment home dashboard.

The screenshot shows the top navigation bar with the GOV.UK logo and the title 'Recruit an apprentice'. Below the navigation bar, there is a beta notice: 'BETA This is a new service - your feedback helps improve it.' and links for 'Sign out' and 'Home'. The main content area features a large teal banner with the text 'Vacancy submitted for approval'. Below the banner, there is a section titled 'Next steps' with the text: 'Your vacancy advert will now be reviewed by a Skills Funding Agency adviser. You'll be notified via your recruitment home page if any changes are necessary before the advert goes live.' This is followed by a section titled 'Create another apprenticeship vacancy or traineeship opportunity' with the text: 'Use a fresh template or continue with a draft'. A teal button labeled 'Start new opportunity or vacancy' is positioned below this text. At the bottom of the page, there is a link that says 'Return to recruitment home'.

Recruit an apprentice offers various areas of enhanced functionality throughout the vacancy creation process. This allows providers to get the most out of the service by assisting them when creating vacancies. The ['creating a vacancy or opportunity – part 2'](#) video guide goes into detail regarding this advanced functionality:

<b>Action/Highlight element</b>	
Link to a new employer	<p>In recruit an apprentice you can create the link to the employer yourself. You will no longer need to contact us to do this.</p> <p>When you view the list of your linked employers, you can also search for a new employer.</p> <p>Searching for a new employer can be done by using a combination of the employer name and location or the Employer Reference Number (ERN).</p> <p>All related results will appear in the search results list.</p> <p>By selecting to link to the employer you will have created this link and you can progress with the normal vacancy creation journey.</p> <p>Where the employer can't be found, you will need to follow the instructions on screen to request an ERN.</p>
Multi location vacancy	<p>The service also allows you to create multiple location vacancies.</p> <p>On the 'check employer information' page, you are able to specify one or more alternative locations.</p> <p>By selecting this and progressing you are taken to the vacancy locations page.</p> <p>Here you can specify one or more different addresses and number of positions per location.</p> <p>Once the vacancy has been approved by our quality assurance advisers, the multi-location vacancy will split into separate vacancies for each location so that you can easily track and manage applications.</p>
Vacancies managed offline	<p>There may be occasions where you and your employers would like to manage applications outside of the service. Your vacancies are still promoted to candidates but you can ask that they apply directly to the employer's website for example.</p>

<b>Action/Highlight element</b>	
	<p>This can be done on the 'basic vacancy details' page where you can specify that applications are managed offline.</p> <p>Simply enter the website address that you want applications to come to.</p> <p>A new feature of recruit an apprentice is that you will see the number of click-throughs offline vacancies receive on the homepage dashboard.</p> <p>This will give you an indication of how much interest there is in your vacancy.</p>
<p>Custom wage</p> <p>Include business rules</p>	<p>When specifying the wage, recruit an apprentice provides you with the option to insert a custom wage.</p> <p>You can enter any legal amount and select the duration for each payment from the drop down menu.</p> <p>An error message will appear if you enter an invalid amount. You will also be prevented from progressing to next page until this is corrected.</p>

### 3. Vacancy preview (submission and referrals)

When you progress through the vacancy creation process you will land on the vacancy preview page.

The preview mirrors how a candidate would see your vacancy on the find an apprenticeship service. The same also applies for traineeships.

This allows you to ensure that the vacancy that goes live looks both attractive to the candidate, whilst being accurate.

The '[Recruit an apprentice: vacancy preview](#)' highlights the key features of this screen.

<b>Action/Highlight element</b>	
Edit from the vacancy preview – Pre-submission	<p>In the event that you are not happy with a section in your vacancy and wish to amend it.</p> <p>Simply hovering your mouse over the field will show an edit which you can select.</p> <p>This will take you to the corresponding page in the vacancy creation process where you can make any amendments.</p> <p>On a touch screen device the edit links will appear without hovering.</p>
Return to vacancy preview	<p>Here you can make any desired changes to your vacancy.</p> <p>When you have made your changes, simply select to save and return to the vacancy preview.</p> <p>Any changes you have made will now be reflected back on the preview.</p>
Wage explained drop down	<p>If you have specified the wage of your vacancy as the national minimum wage or the national minimum wage for apprentices then you will see the wage range on the vacancy preview.</p> <p>Along with a wage range there is additional informative text explaining the differences in wage based on the candidate's age.</p> <p>This additional information is entered automatically by the service.</p> <p>When you are happy with the vacancy you can submit it for approval.</p>

<b>Action/Highlight element</b>	
<p>Edit from the vacancy preview – Referred.</p>	<p>If you submit a vacancy for approval and have it referred by our advisers, you may need to edit sections of your vacancy because of comments you have to action.</p> <p>Comments left by our advisers will be represented by a speech bubble alerting you to actions that need to be taken.</p> <p>By selecting to view feedback or directly selecting the speech bubble you will be taken to the corresponding page in the porting journey.</p> <p>Comments are shown on screen in the comments section for each field.</p> <p>When you have made your changes, simply select to save and return to the vacancy preview.</p> <p>Any changes you have made will now be reflected back on the preview.</p>
<p>Resubmitting the vacancy to the QA team</p>	<p>When you are confident you have actioned all your comments, simply scroll down to the bottom of the vacancy, and click 'Resubmit vacancy' to resend the vacancy for us to review.</p>

## 4. Managing live vacancies

When your vacancy has been approved by our reviewers, it will become 'live' and ready to receive applications on the find an apprenticeship site.

Action	Description
Viewing a live vacancy	You can select to view the live vacancy from the main dashboard.

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Recruit an apprentice

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 [Sign out](#)  
[Home](#)

### Apprenticeshp test vacancy

National Apprenticeship Service

Test vacancy - please do not make an application against this vacancy as they will not be considered. This is a test vacancy only.

[View apprenticeship](#)

Closing date: 30 Dec 2016  
[Change vacancy dates](#)  
[Share applications](#)  
[Archive vacancy](#)

You've made 2 candidates successful  
 You've made 3 candidates unsuccessful  
 6 candidates need to be notified whether their applications have been successful/unsuccessful

### Applications

**0**  
New

**6**  
Viewed

**2**  
Successful

**3**  
Unsuccessful

Applicant name	Applicant ID	Vacancy manager notes	Submitted	Status
clare hall	753122E		19 Jul 2016	<a href="#">Viewed</a> <a href="#">View application</a> <a href="#">Anonymous view</a>
james James-test	885DD24	passed pre-screen - ...	19 Jul 2016	<a href="#">Viewed</a> <a href="#">View application</a> <a href="#">Anonymous view</a>
raj Singh	2571504		19 Jul 2016	<a href="#">Viewed</a> <a href="#">View application</a> <a href="#">Anonymous view</a>
John Bate	1246320		14 Jun 2016	<a href="#">Viewed</a> <a href="#">View application</a> <a href="#">Anonymous view</a>

Vacancy applications	<p>If the prospective candidates are applying through the service, any applications for the vacancy will be listed on this page.</p> <p>Applications can have 4 different states, 'New', 'In progress', 'Successful' and 'Unsuccessful'.</p>
New application	<p>New applications are those which have not been viewed yet. Any new applications are highlighted by the 'New' lottery number along with the status within the application table.</p>
In progress applications	<p>In progress applications are applications which have not had an outcome set against them, this indicates that the application is still in progress and the candidate is waiting to find out if they have successful or unsuccessful with getting the apprenticeship. A vacancy manager can write notes against the candidate's application to assist with the tracking of the application.</p>
Successful applications	<p>If you wish to make a candidate successful, you can select an application and navigate down to the bottom of the application. If the candidate has been successful, then you can select the relevant option. The system will ask you to confirm your intention to make the candidate successful and highlight the action cannot be reversed. When confirmed the candidates application status will change to successful on the application dashboard. The candidate will also be notified that their application has been made successful through their find an apprenticeship account.</p>
Unsuccessful applications	<p>Additionally if the candidate is not suitable for the apprenticeship then you can make a new or viewed application, unsuccessful. Simply select the application, navigate down and select the relevant link. Similar to making a candidate successful, you can select the option which will take you to a confirmation page where the system asked you to confirm the action. When you confirm to make a candidate unsuccessful, the application state will change. This decision is not reversible and the candidate will be notified through their find an apprenticeship account.</p>
Change dates	<p>In the event that you have not found a suitable apprentice, you may wish to extend your vacancy's deadline. The recruit an apprentice</p>

	<p>service allows you to do this online. When you view a live vacancy you will have the ability to select 'Change vacancy dates'. This will take you to a page which will allow you to amend the closing date and possible start date of the vacancy.</p> <p>It is advised that vacancy extensions are made 2 weeks in the future of the current day's date.</p> <p>Additionally you may wish to close the vacancy sooner than anticipated. To close a vacancy sooner you can select the 'Change vacancy dates' and amend the closing day to any future date. Click on 'Save and continue' to confirm the change.</p> <p>Vacancies will close at midnight on the date which is entered.</p>
Share applications	<p>Occasionally the training organisation may wish to involve an employer in the shortlisting process. This can be done by selecting to 'Share applications'. By selecting this, you are taken to a page which will allow to you select specific applications and then email a recipient a copy of the applications. On this page you can select which applications you would like to share. Once you have chosen this you can enter an email address of the person or organisation you would like to share the vacancy applications with.</p> <p>The recipient will receive an email with links for each application. These links, along with the personal information of the candidate will be anonymised and only identifiable by the application ID.</p>
Archive vacancy	<p>When all candidates for a vacancy have been informed through recruit an apprentice of the outcome of their application you are able to archive the vacancy.</p> <p>This will change the state of the vacancy and move it from closed to archived on your dashboard.</p> <p>On the vacancy page, click on 'Archive vacancy'. You will be asked to confirm you wish to change the state of the vacancy.</p> <p>If you select 'Archive vacancy' and you have outstanding applications, the system will not allow you to proceed. Instead you will be shown a message on screen requesting you provide outcomes for all candidates.</p>



# Dsshqglf hv#

## 1. Recruit an apprentice vacancy template

Employer Details	
Employer name	
Employer address	
Number of positions for this vacancy	
Employer website (optional)	
About the employer	

## Apprenticeship or Traineeship details

Apprenticeship title	
Brief overview of the role	
Vacancy type	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Traineeship
Candidates will apply (through recruit an apprentice or an external website address)	
External application process (if applicable)	

## Training Details

Apprenticeship type	<input type="checkbox"/> Framework  <input type="checkbox"/> Standard
Apprenticeship framework / standard name	
Apprenticeship level	<input type="checkbox"/> Intermediate  <input type="checkbox"/> Advanced  <input type="checkbox"/> Higher  <input type="checkbox"/> Degree
Training to be provided	
Training provider contact name (optional)	
Training provider contact number (optional)	
Training provider contact email (optional)	

## Further Details

Working Week	
Paid hours per week	
Wage	
Custom wage	Weekly / Monthly / Annually
Expected duration	Weeks / Months / Years
Closing date	
Start date	
Vacancy description	

## Further Details

Desired skills

Desired personal  
qualities

Desired qualifications

Future prospects	
Things to consider (optional)	

**Extra questions you'd like to ask candidates**

First question

Second question

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