Apprentice Recruitment & Selection

IAG Policy & Statement of Service

This policy was updated in November 2026. It will be kept up to date as our business changes and in line with external requirements. It will be reviewed and updated as necessary, a minimum of once per year.

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INTRODUCTION

Purpose

To define the Recruitment & Selection Information, Advice & Guidance Service delivered by Calex UK, its purpose, roles and responsibilities, and the parameters within which it will operate.

Scope

This policy applies to all Candidates and Employers that engage with the service and to all Calex service delivery employees.

Definitions

1. **'Information advice and guidance'** or **'IAG'** denotes a range of guidance activities and processes that can support choices made by Candidates and Employers, the key elements of which are defined as follows:

   a. Information within the context of the IAG service means the provision of information on learning, employment, and funding options through:
      - printed material such as leaflets and brochures;
      - audio-visual materials such as videos;
      - via the respective programme websites and recruitment platforms; and
      - verbal information delivered via phone interview, at face-to-face interview or at recruitment events

   b. Advice requires more interaction, usually on a one-to-one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the learner.

   c. Guidance is an in-depth interview, meeting or other activity conducted by a trained recruitment adviser which helps clients to explore a range of options, to relate information to their own needs and circumstances to make decisions about their career (i.e. their progression in learning and work).

2. **'Candidate'** refers to all prospective and actual applicants to any Calex managed apprenticeship programme.

3. **'Employer'** refers to an organisation that may desire to identify, employ, and enrol a person onto any Calex managed apprenticeship programme.

4. **'Learner'** or **'Apprentice'** refers to a person that has been enrolled onto any Calex managed apprenticeship programme.

1.0 POLICY STATEMENT

It is the policy of Calex UK to ensure that all Learners, Candidates, and prospective Candidates have access to high quality impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions about their prospective employment and enrolment onto Calex managed apprenticeship programmes.

The support, information, advice, and guidance will help to ensure that successful candidates are enrolled onto suitable programmes that they are capable of completing and that align to their career ambitions. Furthermore, it will increase the likelihood that they successfully achieve their qualification and pursue their chosen career pathway thereafter.

We also recognise the significant role that Employers, Subcontractors, Parents/Carers, and other External Agencies may play in the decision making made by the Candidate, and we will engage each of these parties in the process, as necessary.

We will ensure that **Employers** are supported to understand the programmes that we offer, including the way that those programmes are funded, how they access those programmes, and their responsibilities as an apprentice employer. Furthermore, we will support them to identify and employ the absolute best talent available to them and engage positively with the recruitment and selection process.

It is Calex's policy to deliver our service in accordance with the nationally recognised Matrix Quality Standard (www.matrixstandard.com). In addition, we adhere to our own Guiding Principles:

1. **Purpose:** To empower people and our customers to achieve more

2. **Vision:** Deliver inspirational, technology rich, fully integrated and personalised learning programmes that deliver beyond expectation

3. **Our Recruitment & Selection Principles:**

   Our commitment to Apprentice Candidates is to:

   - place them on suitable programme that they are capable of completing and aligns with their career goals
   - ensure that they understand the role that they are applying for, the recruitment process and they feel prepared for this process
   - ensure that they understand the outcome if they are unsuccessful in the recruitment process
   - make our candidates aware of the IAG services that we provide
   - promote a fair, equal, and inclusive programme, and Recruitment & Selection process
   - provide impartial, responsive, friendly, and enabling information, advice, and guidance service

   Our commitment to Employers is to :

   - ensure that they are able to identify and employ the strongest and most suitable candidates
   - understand their role in the recruitment and training process
   - access Government funding, and to understanding their responsibilities in doing so

- provide impartial, responsive, friendly, and enabling information, advice, and guidance service

We are also committed to providing this service in line with our Privacy Policy.

Calex will handle information in compliance with the most up-to-date General Data Protection Rules and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared only within the organisation and with the employer to which a candidate has applied. For more information, please refer to the Calex Privacy Policy which can be found at www.calexuk.com

2.0 ROLES & RESPONSIBILITIES

a. Head of Apprenticeships

Has overall and final responsibility for the service. The Head of Apprenticeships assumes responsibility for:

- Development and review of department's strategy in line with the companies guiding principles and objectives
- Keeping the Calex IAG Policy under review
- Allocating resources for IAG services
- Ofsted & DfE Compliance and Auditing

b. Programme Manager(s)

Management responsibility for manufacturer programmes.

- Programme marketing and communication
- Day to day programme operations, staffing, compliance, scheduling
- Programme content, and content development
- Programming in line with manufacturer and industry requirements and priorities
- Employer engagement and communications
- Learner safeguarding and welfare

c. Marketing & Recruitment Manager

Management responsibility for recruitment service operations.

- Day to day recruitment operations including staffing, compliance, process
- Monitor the IAG service and measure qualitative and quantitative outputs
- Understand and stay informed about market trends
- Ensure that staff are adequately inducted and trained
- Contribute to the development of processes and policy
- Produce and review resources to support delivery of service
- Employer and candidate engagement strategy

d. Quality Manager

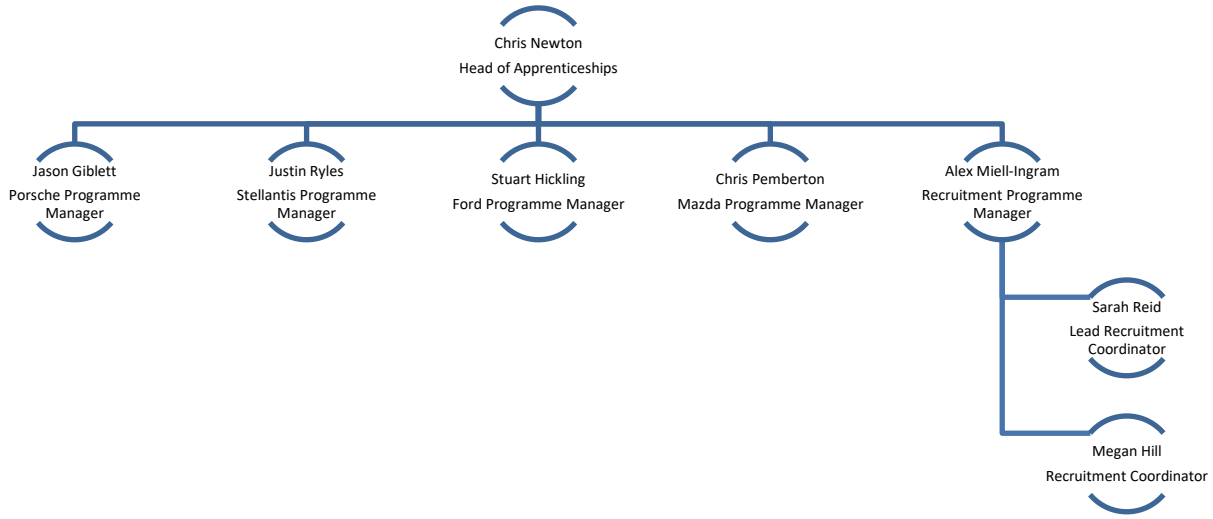
- Agrees service strategy, and oversees quality reviews and improvement plans
- Informs and advises process via Head of Apprenticeships and Marketing & Recruitment Manager

- Quality Assures all IAG procedures and documents
- Shapes policy

e. Recruitment Coordinator

- Delivery of the service to candidate and employers in line with policy and procedures
- Delivery of agreed recruitment objectives
- Take part in appropriate CPD
- Help develop better policies and processes

f. Organisation Chart



3.0 ARRANGEMENTS

a. Statement of Service

Calex will display its Statement of Service online on each respective programme website. Key candidate and employer information relating to the service will be clearly displayed in dedicated sections of the sites. It will be reviewed annually in line with our IAG Policy and will provide the following details:

a. Information on the service we can provide
b. How to contact us
c. Access to our service
d. Improving our service
e. Codes of practice

4.0 MANAGEMENT OF SERVICE

a. Currency

All information and resources whether paper based or electronic will be checked regularly to ensure that they are up to date. Regular contact with partners will further ensure that information is updated.

b. Equality & Diversity

Calex will ensure that all resources will be checked regularly that appropriate measures are in place, and that they comply with our Inclusion, Equality & Diversity Policy.

We welcome applications from everyone irrespective of gender, religion, ethnic group, or any other protected characteristic identified under the Equality Act. Appointment will be based on merit alone.

We work closely with Employers to ensure that they align with is position. Each of the Employers that we engage will sign up for a *Diversity in the Workplace Concordat* which sets out the principles of a voluntary agreement between the Employers who participate on the Calex Apprentice Programmes. It seeks to ensure that the profession accurately reflects the society it serves and that we take action to attract new learners from increasingly diverse backgrounds into the profession via the Apprenticeship Programme. In this way, the profession can benefit from their diversity of thought, innovation, and creativity.

Measures will be put in place to support Candidates and Learners through their application and apprenticeship journey as necessitated by their individual needs.

c. Evaluation

Calex will:

a. Endeavour to collect written feedback about the service
b. Use the information received in feedback to improve the services

d. Compliments, Concerns, Suggestions and Complaints

Calex will:

a. Treat complaints and positive feedback about our service in a professional and respectful manner.
b. Comply with the Complaints Procedure. (shown at 6.0 point f)
c. Discuss the nature of complaints and positive feedback at regular quality meetings.
d. Use complaints and other feedback to inform the annual Apprenticeships Self-Assessment Report.
e. Refer any unresolved complaints to the MD.

e. Referrals

Staff offering Information, Advice or Guidance services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and adhere to the principles and policies of equality of opportunity and confidentiality.

Referral will occur when another provider offers information or services that better meet the Candidate, Learner, or Employer's needs. Where it is believed that they would benefit from referral to another organisation they should be clearly informed of:

a. The reason for the referral and the specific area of expertise of the agency to which they are being referred.
b. The contact details of the agency to which they are referred. Clients can either contact organisations themselves or Calex will undertake this role on their behalf.

If staff carry out the latter, an IAG Confidential Referral Form should be completed and kept at a central point.

f. Confidentiality

Calex UK Limited take data protection very seriously and understand the importance of protecting your privacy and Personal Information. The Privacy Policy can be found at www.calexuk.com

5.0 STAFF TRAINING

All employees that hold responsibilities for delivering the service will receive IAG training and CPD as follows:

	All Staff	Marketing & Recruitment Manager	Recruitment Coordinator
IAG Level 2		✓	✓
Equality & Diversity		✓	✓
Safeguarding level 2 Certificate	✓	✓	✓
Prevent Awareness Certificate	✓	✓	✓
GDPR	✓	✓	✓

6.0 STATEMENT OF SERVICE

This Statement of Service summarises the Recruitment & Selection service delivered by Calex UK to its customers.

a. <u>Information on the service we can provide</u>

Calex provide a Recruitment & Selection Service in its capacity as an Apprenticeship Training Provider for a number of large automotive manufacturers. We may operate under the banner of their respective apprenticeship programmes as appropriate to the service.

In this capacity, Calex provide a service to two parties; Apprenticeship Candidates/Learners and Apprentice Employers.

The services that we provide are guided by the following Recruitment & Selection Principles:

Our commitment to Apprentice Candidates is to:

- place them on suitable programme that they are capable of completing, that align with their career goals
- ensure that they understand the role that they are applying for, the recruitment process and they feel prepared for this process
- ensure that they understand the outcome if they are unsuccessful in the recruitment process
- make our candidates aware of the IAG services that we provide

- promote a fair, equal, and inclusive programme and Recruitment & Selection process
- provide impartial, responsive, friendly, and enabling information, advice, and guidance service

Our commitment to Employers is to

- ensure that they are able to identify and employ the strongest and most suitable candidates for their specific roles
- understand their role in the recruitment and training process
- access Government funding and understanding their responsibilities in doing so
- provide impartial, responsive, friendly, and enabling information, advice, and guidance service

We achieve this by following a defined and standardised Recruitment & Selection Process that is well resourced with appropriate Information, Advice and Guidance at each stage.

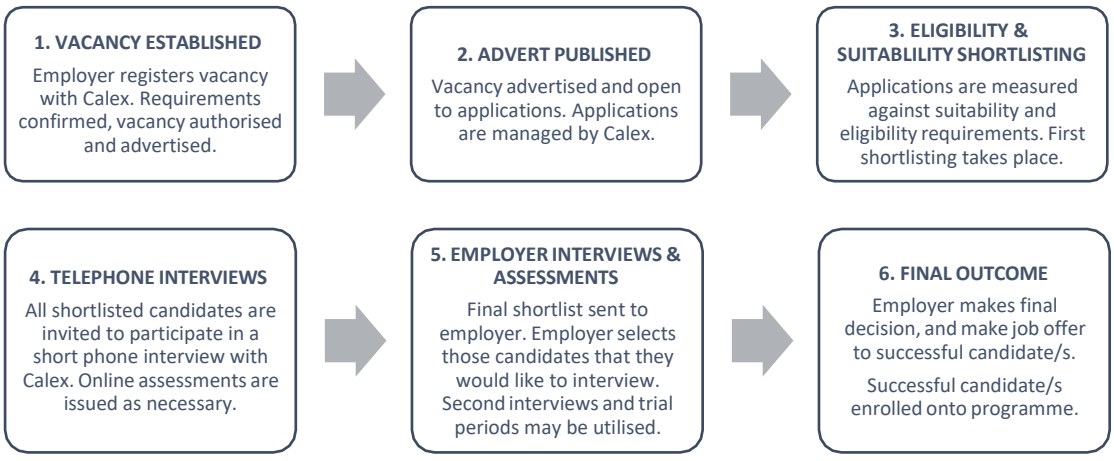
b. <u>The Recruitment & Selection Process</u>

The process has been summarised below. If has been developed with the Candidate, Employer and our Guiding Principles in mind. Our aim is to provide a standardised approach that accurately and fairly shortlists Candidates against a clear set of pre-defined eligibility and suitability requirements.

Feedback is provided to unsuccessful candidates at each stage of the process by the Calex team.

It is the responsibility of the Employer to select the successful Candidate/s and make the offer of employment. The Employer will be resourced with all the necessary information about the Candidates obtained by Calex through the recruitment process to inform this decision.

For more detailed information, please view the separate *Apprentice Recruitment & Selection Process*.



Resources Utilised (Candidate)	**Resources Utilised (Employer)**
Talent Funnel CRM	Talent Funnel CRM
Email (& Email Templates)	Email (& Email Templates)
Service Telephone Number	Service Telephone Number
Job Descriptions/Adverts (by role)	Vacancy Registration Forms
Phone Interview Guidance PDF	Programme Brochure
Employer Interview Guidance PDF	Programme Website

Programme Brochure	Recruiting the Best Talent Guide
Programme Website	Employer and Training Provider Funding Contract
Pre-defined Signposting	

c. How to contact us

The Calex Recruitment Service can be contacted by using the following details.

Phone: 01235 538 611

Email(s):
sarahreid@calexuk.com

Each programme has a separate website as follows:

Stellantis: https://www.stellantisapprenticeships.com/

Ford: https://fordapprenticeships.co.uk

Mazda: https://mazdaapprenticeships.com/

Porsche: https://www.porsche.com/uk/

d. Access to our service

Calex will ensure that all resources will be checked regularly that appropriate measures are in place, and that they comply with our Inclusion, Equality & Diversity Policy.

We welcome applications from everyone irrespective of gender, religion, ethnic group, or any other protected characteristic identified under the Equality Act. Appointment will be based on merit alone.

We work closely with Employers to ensure that they align with this position. Each of the Employers that we engage will sign up for a *Diversity in the Workplace Concordat* which sets out the principles of a voluntary agreement between the Employers who participate in the Calex Apprentice Programmes. It seeks to ensure that the profession accurately reflects the society it serves and that we take action to attract new learners from increasingly diverse backgrounds into the profession via the Apprenticeship Programme. In this way the profession can benefit from their diversity of thought, innovation, and creativity.

Measures will be put in place to support Candidates and Learners through their application and apprenticeship journey as necessitated by their individual needs.

If you have any questions about this, please contact the team.

e. Improving our service

We will regularly consult Candidates, Learners, and Employers to find out how satisfied they are with the level of service we provide and how we can improve.

If we do something well, please tell us. We welcome comments and suggestions you may

have about our service. You can either contact us directly, or if you are a candidate involved in the process, you will be able to complete a feedback survey once your application has concluded. This will be sent to you directly via email.

If we are doing something wrong, please tell us. This will give us a chance to put things right. If you want to make a complaint about something we have done, or failed to do, please let us know straight away.

f. Complaints process

Job Advertisements and Descriptions:

Calex ensure that job advertisements and descriptions are free from discriminatory language. We avoid specifying characteristics like age, gender, or marital status unless they are genuinely relevant to the role.

Calex are clear about essential qualifications and requirements without imposing unnecessary restrictions when advertising vacancies for employers.

Interview Arrangements:

Calex ensure that interview venues at dealerships are accessible to all candidates. We consider factors like physical accessibility, transportation, and timing.

Calex try to where possible avoid scheduling interviews during religious holidays or other significant events that might disadvantage certain applicants.

Protected Characteristics:

Calex understand that discrimination based on these characteristics is unlawful.

Handling Complaints:

During the recruitment and selection process If an applicant believes they were treated unfairly during the recruitment process, we provide a clear channel for complaints. This channel is to first submit a formal complaint in writing to the department manager.

Calex recruitment team will encourage candidates and applicants to raise concerns promptly and in writing so the complaint can be formally investigated.

Calex will designate a specific contact person (Recruitment Manager initially) to handle the complaint investigation. If the complaint is about the recruitment manager the Head of Apprenticeships will follow up the complaint.

Investigation Process:

Calex will Investigate complaints thoroughly and impartially.

We will gather evidence, including interview records, communication, and any relevant documentation relating to the nature of the complaint.

The investigating manager will consider arranging a meeting with the complainant to discuss their concerns personally.

Resolution and Remedies:

Calex recruitment team manager will address complaints promptly. If the complaint is valid, we will take appropriate corrective actions.

Remedies to complaints may include re-evaluation of the application, reconsideration for the position, or an apology.

Calex will keep detailed records of the investigation and outcomes.

Appeals Process:

Calex recruitment manager will provide a mechanism for applicants to appeal decisions if they remain dissatisfied.

We will ensure transparency in the appeals process.

Un-resolved complaints will be referred to the MD

Legal Action:

If internal resolution fails to provide a suitable remedy, applicants may wish to consider legal action.