

Young Apprentice Ambassador Network

Inspiring the next generation of apprentices



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Welcome to the Young Apprentice Ambassador Network

- Jane Belfourd, Deputy Director, Apprenticeship Directorate

Dear Ambassador,

I am writing to thank you personally for giving up your time to become a Young Apprentice Ambassador for your region.

The growth of the Young Apprentice Ambassador Network (YAAN) is an extremely important part of how we aim to make apprenticeships available to more young people, and your role is critical in its success.

Your work with schools, colleges and their parents will really make a difference. We know that hearing from ambassadors who have already made the choice to be an apprentice can be really influential to young people making career choices, and the guardians supporting them. Thank you for agreeing to share your personal journey.

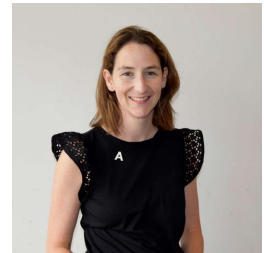
As the network grows, our Department for Education colleagues will work closely with you to ensure that you have access to the resources and support you need to allow you to fulfill your role as an ambassador.

This is the start of a fascinating journey for you and for us, and I look forward to hearing about the impact of your work, the growth of the network and sharing your success.

Yours sincerely,



Jane Belfourd
Deputy Director, Apprenticeships
Directorate



Jane Belfourd,
Deputy Director,
Apprenticeships
Directorate

What is the Young Apprentice Ambassador Network (YAAN)?

What is the YAAN?

The Young Apprentice Ambassador Network (YAAN) is a community of inspiring, driven apprentices and former apprentices who have chosen to register as Young Apprentice Ambassadors in their local area. The YAAN gives today's apprentices the opportunity to engage and inspire the apprentices of tomorrow.

What do Young Apprentice Ambassadors do?

Young Apprentice Ambassadors use their own positive apprenticeship experience as a powerful tool for engaging and inspiring future apprentices.



- ✓ Ambassadors will be invited to promote apprenticeships to young people, their teachers, parents and employers through a variety of exciting events and activities.
- ✓ Ambassadors will be encouraged to use social media to inspire and engage different audiences, sharing the fantastic benefits of being an apprentice and a member of the YAAN.
- ✓ Ambassadors have also found themselves presenting at awards ceremonies, speaking at the House of Commons, fronting national TV apprenticeship campaigns and attending high profile events.

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As a YAAN member you have the opportunity to promote apprenticeships as a great career choice and inspire young people with your own experiences.

Ben Clarke

Chair of the South East YAAN

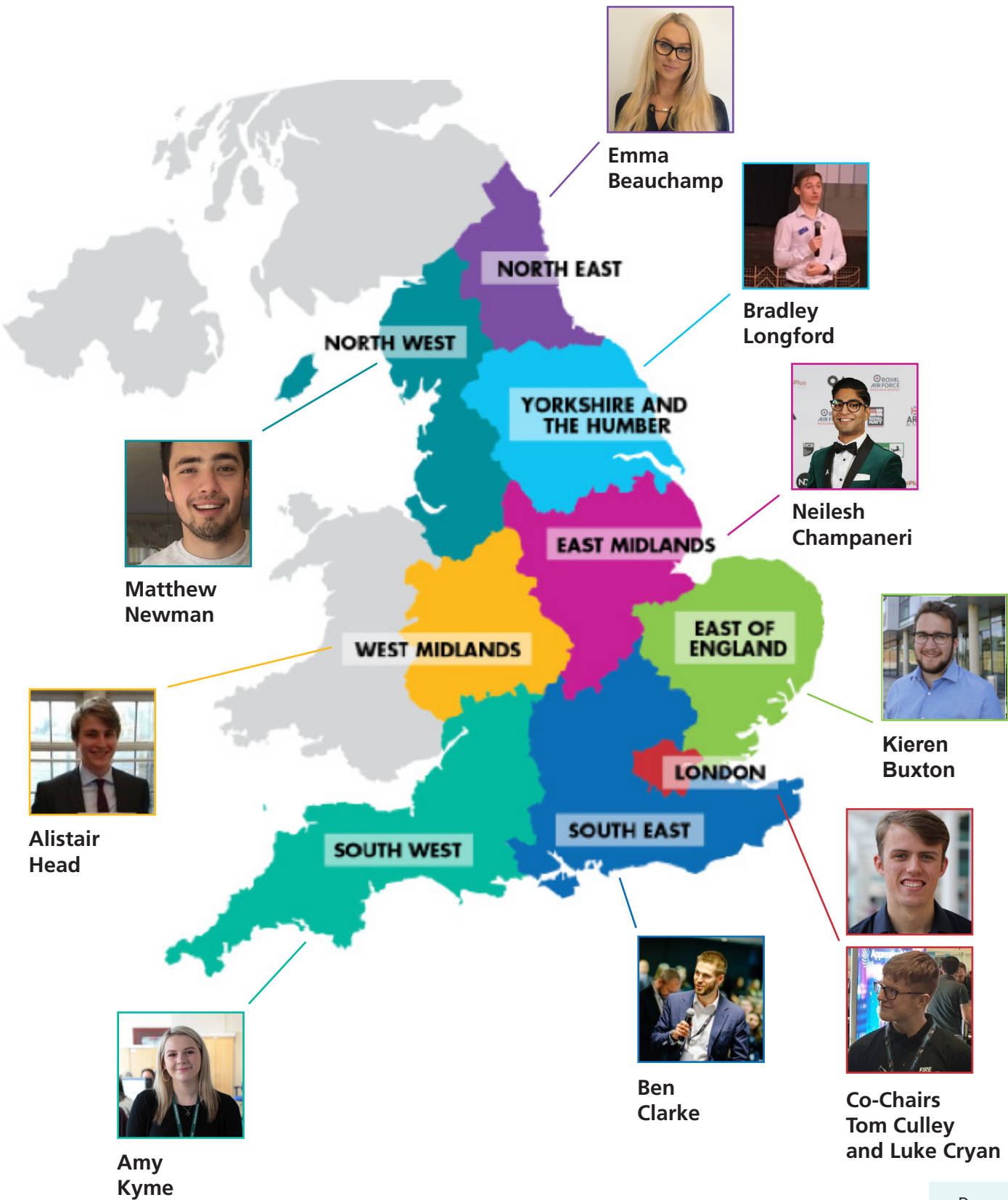
The YAAN commitment:

- volunteer approximately 0.5 days per month/6 events or activities per year
- update your local regional network on the activity/events you have supported
- provide a balanced view of the vast array of apprenticeship opportunities available



The YAAN regions

The Young Apprentice Ambassador Network is split into 9 regions. Each region has a Chair.



The YAAN Chairs



Name: Emma Beauchamp
Region: North East
Job title: Technical Sales Engineer
Employer: Northumbria Optical Coatings (NOC)

Twitter: @AANNorthEast

The best thing about being an apprentice is the invaluable time you're given to learn and really understand everything, allowing you to work out the best way you can learn and apply it in the future.



Name: Bradley Longford
Region: Yorkshire and the Humber
Job title: Trainee Business and Marketing Assistant
Employer: Henry Boot Construction

Twitter: @YH_YAAN

The best thing about being an apprentice is being able to work alongside senior managers, learning about the business and having the opportunity to input my ideas from the theory learnt at university.



Name: Neilesh Champaneri
Region: East Midlands
Job title: Electrician
Employer: Derby Homes
Twitter: @EMAAN_YAAN

The best thing about being an apprentice was earning and learning. I'm a practical learner so bringing to life what I learnt in the classroom helped me to develop. A real living wage meant I was able to support myself and do everything I wanted!



Name: Kieren Buxton
Region: East of England
Job title: Youth Worker
Employer: Norfolk County Council
Twitter: @eofeyaan

The best thing about being an apprentice would be working in an environment surrounded by industry experts, the science we do actually makes a positive difference to peoples lives.



Name: Tom Culley
Region: London
Job title: Degree Networks Apprentice
Employer: BT
Twitter: @LDNYAAN

The best thing about being an apprentice is the unique blend of work and study, to kickstart your career and set you up for success from a young age.



Name: Luke Cryan
Region: London
Job title: Project Delivery Support
Employer: Cabinet Office
Twitter: @LDNYAAN

The best thing about being an apprentice is that opportunities are rife and you can kick-start an amazing career! Being an apprentice means that you get to make a real world difference in your sector.

The YAAN Chairs



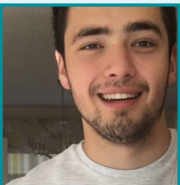
Name: Amy Kyme
Region: South West
Job title: Apprenticeships Administrator
Employer: Devon County Council
Twitter: @SouthEastYAAN

The best thing about being an apprentice is experiencing a variety of work within the organisation, which has opened up opportunities for me to gain experience in a range of HR activities.



Name: Alistair Head
Region: West Midlands
Job title: Service ToolMaker
Employer: Hadley Group
Twitter: @WestMidsYAAN

The best thing about being an apprentice was being able to attend college/ training facilities and further my education while still being paid to do it.



Name: Matt Newman
Region: North West
Job title: Development Schemes Administrator
Employer: United Utilities

Twitter: @nw_yaan

The best thing about being an apprentice is earning a wage whilst gaining valuable business knowledge.



Name: Ben Clarke
Region: South East
Job title: Quality Manager
Employer: Superior Seals
Twitter: @SouthEastYAAN

Some of the best things about being an apprentice are earning a salary, gaining a recognised qualification, meeting like minded people and accumulating a variety of important life skills.



Linking with your regional network

The Education and Skills Funding Agency recognises 9 regions across the country, each region has two different networks, the Apprenticeship Ambassador Network (AAN) and the Young Apprentice Ambassador Network (YAAN). These two networks are integrated and work directly together to support a regional business plan.

The AAN is designed for employers and has a membership of employers who are keen to use their experience of employing apprentices to share with other businesses. Your employer may wish to join the AAN. Please speak to your YAAN Regional Chair and they will be able to provide details.

The AAN has one overall chair for the country – Jason Holt CBE. Jason has championed apprenticeships for small and medium-sized businesses for many years, having authored a 2012 independent review for the government on the issue.



The 9 regional YAAN networks each have an elected Chair. The Chair will set the strategic and operational priorities for each network by working with the AAN Chair. They will also decide how their region is structured. For example, some of the regions are so large that Chairs have decided to put a sub-regional structure in place which is usually by county or clusters of counties.

Communication with your Chair

Your YAAN chair will get in touch with you as soon as you have joined the network. This will usually be by email and they will contact you to let you know about any meetings or webinars coming up that you may wish to join. You can also initiate contact with your chair and we would encourage you to get in touch and introduce yourself.

Meeting other ambassadors and social opportunities

From time to time you chair will organise activities where you can meet other apprentices. This could be something informal like meeting up at a pub, a regional zoom quiz or it could be participating in an activity or charity event. Many regions have their own Whatsapp (or similar) groups for each region too.

National events and opportunities

On occasion, there could be national events or media opportunities that you may wish to be involved in. These will be communicated to you centrally through email.

Monthly YAAN newsletter

We will keep you informed of the latest apprenticeship news through the monthly YAAN newsletter. Please make sure you do not unsubscribe from the YAAN newsletter. If for any reason you have not received the newsletter please contact yaan.support@education.gov.uk. We are also keen to hear from you if you have any news or would like to contribute an article.



“ I joined the YAAN back in 2015 and have had some of the best experiences of my career to date with the network. Being able to share my personal journey with young people is very rewarding, breaking down the old school stigma around apprenticeships.

Neilesh Champaneri

Chair of the East Midlands
YAAN

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Delivering a talk on your apprenticeship story

It is important that you feel confident and well-prepared when delivering a YAAN talk. Most talks will happen for schools and colleges, however there could be occasions when you speak virtually or face to face at other events with employers, teachers or other audiences.

Please use the talk checklist on page 10 to help you to prepare for your talk. Please also visit the YAAN portal page for additional resources and the presentation template.

Safeguarding

Being part of the network is a fantastic opportunity for you to share your experiences with lots of other people. While doing this it is important that you follow the YAAN safeguarding guidelines which identifies the key points that you must follow. The full policy can be found on the YAAN website in the resources page.

Support at the event

The majority of local school/career events you participate in will be managed by the Apprenticeship Support & Knowledge for schools and colleges (ASK) programme. Your local ASK delivery partner will usually be with you when you deliver a talk. This is so that they can ensure that things run smoothly and to answer any difficult questions about how apprenticeships work.

They will liaise with you before the event with details of timings and the venue and where to go if the event is face to face.



If the event is virtual, they will provide you with all of the login information for you to be able to join.

You are not expected to be an expert on everything about apprenticeships, you are an expert on your personal story.

Delivering your talk

This is not a test – there is no ‘right way’ of delivering a talk. This is an opportunity for you to share your story and to inspire others. Talks will typically last around 5-10 minutes and if you are using PowerPoint, should include a few bullet points and some images too. There is a pre-recorded training module on how to deliver a YAAN ‘My Story’ talk as well as a PowerPoint template and backgrounds. Visit the YAAN website pages for more details; www.apprenticeships.gov.uk/become-an-ambassador.

Handling questions

Your audience may have questions about your apprenticeship experience and so we encourage you to answer these as honestly as you feel comfortable.

We have prepared a list of typical questions that you may be asked which is available on the YAAN website; www.apprenticeships.gov.uk/influencers/yaan-resources

Feedback

After the event has taken place, the ASK Delivery Partner will send you an email with some feedback from them and the school (if they have provided any). We would encourage you to share this with your line manager so that they are aware of what a brilliant job you are doing as a member of the YAAN.

There is also an evaluation form for you to complete. It is important that we have your feedback from the event, to make sure there is nothing else that can be done to support you while at events.



I believe being a YAAN gives people a strong sense of community, as you are constantly talking to people who are just as passionate about apprenticeships as you are, and being a YAAN means you get to play a part in changing the stigma around apprenticeships.

Emma Beauchamp
Chair of the North East YAAN



If you are unable to attend an event

We understand that life and work will need to take priority over your duties as an ambassador. As soon as you know that you may not be available, we ask that you contact the named delivery partner/event organiser (see page 14 for regional ASK contacts) and alert them that you are no longer available.

Talk checklist

When you are invited to deliver a talk at a local school or any other event, it is important that you have considered all of the points listed below and ensure that you feel fully prepared.

It is important that you have a point of contact that you can discuss what the expectations of you are and understand how the event is planned and your role within this.

The talk:

- ☐ Why are you giving the talk? What is the main aim?
- ☐ Who is your audience?
- ☐ How will you present? Will you use a PowerPoint? Do you need to have sent your presentation to the ASK partner or the event organiser prior to the event for it to be embedded into the full presentation. Is there a projector/ laptop provided? Do you need to take your presentation on a USB stick?
- ☐ Will you need to prepare handouts?
- ☐ When will your talk take place? What is the date and time? Platform? How long should your presentation last for?
- ☐ Is there an opportunity for the audience to ask questions?
- ☐ How will you travel to your talk? Is there onsite parking? How much time should you allow for your journey?
- ☐ Confirm the details of who you will be meeting at reception and what time. Do you need to phone anyone when you arrive on site? Who should you report to?
- ☐ When will you receive the login in details and who to contact if you have a joining issue?

Final presentation check:

- ☐ Check your spelling and grammar. If you have used facts and links are they up to date?
- ☐ If you have set animations/ transitions, do they work in the order you want them to?
- ☐ Have you saved a backup of your presentation? If needed, have you put your presentation on a memory stick/ emailed it to someone?

Practice makes perfect:

- ☐ Practice your talk beforehand - find someone to listen to your practice run and give you constructive feedback.
- ☐ Prepare for questions - think about what questions may be asked after your talk, and prepare some responses to those questions.

Continued on next page.



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YAAN was created to develop not only your personal skills but to boost the morale and willingness of others to get an apprenticeship.

Alistair Head
Chair of the West
Midlands YAAN

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Talk checklist

On the day at a face to face event:

- ☐ Sign in and out as a visitor at reception.
- ☐ Wear your identification/ visitors badge.
- ☐ Do not spend any time with students from the school without another member of staff or adult present with you.
- ☐ Dress smartly (business attire/ uniform/YAAN polo shirt).
- ☐ Arrive early to make a good impression.
- ☐ Switch off your mobile once you have met your contact.
- ☐ Introduce yourself to people when you meet them and shake their hand.
- ☐ Consider bringing literature along or other information about any job vacancies or recruitment activities that you could give out to students.
- ☐ Take your YAAN business cards with you so that you can promote the work of the network.

On the day for an online event:

- ☐ Dress smartly business attire / uniform.
- ☐ Check your internet connection is ok and you are not having any difficulties.
- ☐ Check the space around you that you will be joining the event from, clearing any personal information, or alternatively, using the YAAN background image provided.
- ☐ Close down any applications that you will not be using for the event. Login to the event using the link the organiser has provided you with.
- ☐ Check your sound and camera are working.
- ☐ Say hello as you arrive in the event.
- ☐



Safeguarding: Face to face events

Safeguarding Checklist

All Young Apprentice Ambassadors should feel safe and confident when participating in face to face activities representing the network. Each member should also promote the welfare and safety for other members of the network.

Please review the following guidelines to support this:

Prior to event:

- only sign up and attend events to represent the network when you have all the details you require. This includes details of your main contact for the day.
- the venue should be a professional or public space.
- Take responsibility for knowing where you are going on the day, what time you need to be there. Consider how you will travel to your event. Is there parking available? If it's an evening event, will public transport still be running for you to travel home?
- make sure your line manager, or someone in their absence, knows where you are.
- if the event is happening in the evening or at the weekend, make sure a family member is aware of where you will be and for what times.

On the Day:

- sign in and out as a visitor at reception.
- if in a school or a setting with young people, pay attention to their safeguarding policy and processes. This will usually be brought to your attention as you sign in by the receptionist.
- wear your identification badge.
- do not spend any unaccompanied time with students from the school event without another member of their staff or adult present with you.
- please make sure that the ASK partner that you are supporting knows where you are throughout the duration of the event.
- please do not provide your personal contact details to anyone at the event (social media/personal email).

- at the end of the event, make sure the ASK partner knows that you are leaving.
- seek permission from your event contact before taking any photographs or digital recordings and explain what you will be using them for.

Following the event:

- if any of the learners that you met at the event contacts you through email or social media, please do not respond. Please forward the email onto YAAN.SUPPORT@education.gov.uk for ESFA to follow up.
- social media has many benefits, but it is important that everyone feels comfortable and safe using it.
- please do not accept or request to follow or friend anyone on personal accounts that you meet at the events on social media.
- a teacher or employer may, at times, contact you following the event, for example, regarding involvement in a future event. If you do not feel comfortable in responding, please pass this on to the ESFA as above, to the ASK partner or to your line manager, as you feel appropriate, for them to action.
- any questions on the above, please don't hesitate to contact YAAN Support.

Contact us

The YAAN encourage openness at all times. You can share any concerns for yourself or others, or if you have a complaint, at any time with:

YAAN.SUPPORT@education.gov.uk.

It will be dealt with as a matter of urgency.

The ESFA is part of the Department for Education and will retain data relating to events attended for up to a period of 3 months. View the privacy notice for full details.

Safeguarding: Online training and events

Safeguarding Checklist

All Young Apprentice Ambassadors should feel safe and confident when participating in online YAAN activity representing the network. Each member should also promote the welfare and safety for other members of the network.

Please review the following guidelines to support this:

Staying safe online:

- please make sure you use your professional email address when registering for virtual events.
- log in details should always be sent to you by a known associate and should never be shared.
- in most cases there will be a designed backdrop when attending online events, however it is still important to check your backgrounds to make sure they are clear of photos and confidential information.
- always make sure you use a secure Wi-Fi network.
- please make sure that all of your other apps are closed on your laptop including emails and you only have open what you need.
- never share any personal information about yourself online.
- only sign up and attend events to represent the network when you have all the details you require.
- Please do not provide your personal contact details to anyone at the virtual event (e.g. social media/personal email).

Prior to an online event:

- make sure your line manager, or someone in their absence, knows you are supporting the event.
- seek permission from your event contact before taking any photographs or digital recordings and explain what you will be using them for.

On the day of the online event:

- sign into the platform with your correct name and using your professional email address
- use the YAAN backdrop provided on the platform.
- follow any additional safeguarding procedures you may have been sent from the organiser for the virtual events.

Following the event

- If any of the learners viewing the event contacts you through email or social media, please do not respond. Please forward the email onto the ESFA to follow up: YAAN.SUPPORT@education.gov.uk
- social media has many benefits, but it is important that everyone feels comfortable and safe using it. Please do not accept or request to follow or friend anyone on personal accounts that attended the online event at the events on social media.
- a teacher or employer may, at times, contact you following the event, for example, regarding involvement in a future event. If you do not feel comfortable in responding, please pass this on to the ESFA as above, to the ASK partner or to your line manager, as you feel appropriate, for them to action.
- any questions on the above, please don't hesitate to contact YAAN Support.

Contact us

The YAAN encourage openness at all times. You can share any concerns for yourself or others, or if you have a complaint, at any time with: YAAN.SUPPORT@education.gov.uk. It will be dealt with as a matter of urgency.

The ESFA is part of the Department for Education and will retain data relating to events attended for up to a period of 3 months. View the privacy notice for full details.

What is the ASK programme?

The ASK programme

The National Apprenticeship Service commissions a programme of apprenticeship information in schools and colleges across England. This is called the Apprenticeship Support & Knowledge for schools and college programme – ASK for short:

**ASK
ABOUT
APPRENTICESHIPS**

Over the past 5 years, this programme has supported more than 10,000 events.

The ASK programme provides engagement for KS3, KS4 and KS5 students as well as supporting teachers and parent in changing perceptions of apprenticeships.

This service is delivered through four Delivery Partner organisations. These organisations are contracted by the National Apprenticeship Service and cover 4 regions, North, Midlands, London and South.

The Delivery Partner organisations maintain regular contact with schools and will be booking in events and assemblies throughout the year. You will be alerted regularly to new events and can put yourself forward to cover the event.

Delivery Partner contacts

If you should ever need to contact your local delivery partner, you'll find their details in the right column.

bltraining
business solutions provider

North region BL Training

Main contact

Guy Saxton
guy.saxton@bl-training.co.uk
07515 286688

**work
pays**
small change
big difference

Midlands region Workpays

Main contacts

Tina Patel
Tina.Patel@workpays.co.uk
07964 396786
Hollie Sturgess
Hollie.Sturgess@workpays.co.uk
07341 864025

CXK
inspiring people to thrive

South region CXK

Main contact

Hazel Allan
HazelAllan@cxk.org
07498 374845

**Education
Development
Trust**

London region Education Development Trust

Main contact

Andrew Cruickshank
acruickshank@educationdevelopmenttrust.com
07876 837945



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The YAAN is so important to me since starting my Apprenticeship in 2018. Sharing our experience, passion and enthusiasm is what makes young people realise that they have a choice – and that is so powerful!

Tom Culley

Co-Chair of the London YAAN

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Marketing and social media guidelines

Using social media

We encourage you to use social media to connect with and demonstrate your work to the public and other networks.

If you are part of any social media groups, e.g. Facebook, twitter, WhatsApp, carefully consider the content of what you are posting and any impact it will have. This is important to protect you, your employers, your fellow apprentices and the Apprenticeship brand.

Dishonorable content such as racial, ethnic, sexual, religious, and physical disability slurs will not be tolerated.

Social Media Guidelines

Each region of the YAAN has created social media channels that contribute to the positive messaging around apprenticeships.

Combining the voice of ambassadors, apprentices, their employers and parents, they present an integrated message on social media that should be positive at all times. We want to ensure that social media activity is managed professionally, with positive impact, across all channels.

Some of the channels and opportunities social media presents for YAAN members include:

- articles and vlogs hosted on LinkedIn
- Twitter accounts for each YAAN network
- short stories and pictures on Instagram
- video snippets and posts on Facebook
- longer length videos on You Tube, signposted from the social media channels above

All content shared should be current, exciting, motivating, dynamic and as interactive as possible it should also address one of 3 questions:

1. How can I benefit from being an apprentice?
2. How can employers benefit from hiring an apprentice?
3. Why is an apprenticeship a great alternative to other routes of learning?

Guidelines

To ensure that all YAAN members are using social media positively, whilst adhering to some restrictions, please note guidelines below to be followed:

- Content should support communications from the National Apprenticeship Service and amplify appropriate content.
- Content should highlight key apprenticeships information and direct followers to appropriate National Apprenticeship Service resources.
- Content can promote events of interest – both ambassadors own events and key partners events – see below for an example.
- Content should celebrate achievements and promote the benefits of apprenticeships.
- Content should link to a range of resources - including films, publications, articles and campaign materials.
- Language should be relatable for the target audience but should not contain any swearing or derogatory terminology of any kind.
- Access to platforms should be restricted to a few trusted users so that the creation and volume of content can be managed.

Example tweets

If you are a past or current #apprentice & feel passionately about the positive impact that #apprenticeships have had for you then the Young Apprenticeship Ambassador Network wants to hear from you. Your story could inspire others. #WednesdayWisdom #YAAN

NWYAAN #Journey - in April 2020, we held a Networking Event for all NWYAAN Ambassadors. We hope to have more similar events in the future. Sign up as an ambassador to be part of our events. @Apprenticeships

Marketing and social media guidelines

The primary objective for the National Apprenticeship Service when using social media is to keep our audiences informed. We also use social media to promote good practice across the sector and we have a number of channels that help us communicate in different ways to different audiences. Our secondary objective for using social media is to raise the prestige and parity of esteem of apprenticeships and to encourage more individuals and employers to engage with apprenticeships.

Ambassador networks are encouraged to follow the National Apprenticeship Service channels and to amplify their content through their own channels. The National Apprenticeship Service channels are listed below:

Account	Type	Managed by	Followers	Audience	Recommendation for corporate channels
@Apprenticeships	Twitter	NAS PR & social media team	62,300+	Sector stakeholders, sector press, employers, colleges and training organisations and apprentices.	Our main channel. Lots of retweeting & engagement with the sector.
National Apprenticeship Service	LinkedIn	NAS PR & social media team	17,200+	Sector stakeholders, sector press, employers, and training organisations.	Employer based content, including recent Hire an Apprentice campaign.
National Apprenticeship Service	Instagram	NAS PR & social media team	n/a	Campaign led by hashtags	Not appropriate for employer audience.
National Apprenticeship Service	Snapchat	NAS PR & social media team	n/a		Not appropriate for employer audience.
Fire It Up	YouTube	NAS PR & social media team, DfE campaigns team	3100 subscribers	Sector stakeholders, sector press, employers, colleges and training organisations, apprentices	Now managed by GIGF team at DfE comms. Includes libraries for NAS content, including NAW2017, NAW2018, Awards etc.
Fire It Up	Facebook	DfE campaigns team	48,000	Individual (young people)	Now managed by GIGF team at DfE comms.
Fire It Up	Instagram	DfE campaigns team	6046	Individual (young people)	Now managed by GIGF team at DfE comms.

Hashtags for each AAN and Young Apprenticeship Ambassador Network have been created and should be used in twitter handles and on tweets.

#NEAAN	#NEYAAN	#YHANN	#YHYAAN	#NWAAN	#NWYAAN
#WMAAN	#WMYAAN	#EMAAN	#EMYAAN	#EEAAN	#EEYAAN
#SEANN	#SEYAAN	#LONAAN	#LONYAAN	#SWAAN	#SWYAAN

Code of conduct

What is the code of conduct for?

The purpose of this code of conduct is to provide a guide for apprentice ambassadors. It sets out behavioural expectations of being an ambassador and will ensure that all ambassadors maintain a professional conduct that is acceptable to other ambassadors, employers and key stakeholders.

Principles

Your ability to champion apprenticeships across the country is critical to the success and growth of the network. Your work will make a huge contribution to the reputation of apprenticeships.

All ambassadors are required to follow the following key principles.

1. Honesty
2. Integrity
3. Accountability
4. Respecting others
5. Behaving professionally

As an ambassador, you will be expected to adhere to the following:

- be friendly and welcoming with all.
- be supportive and committed to other ambassadors.
- respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background or religious beliefs or sexual identity.
- be aware when using social media, dishonorable content such as racial, ethnic, sexual, religious, and physical disability slurs will not be tolerated
- report inappropriate behaviour or risky situations to: YAAN.SUPPORT@education.gov.uk
- keep yourself safe.

- Always be prepared for your ambassador role. This includes taking responsibility for knowing where you are going, what time you need to be there, who to report to, what your transport/parking arrangements are and having your presentation or story ready.
- Wear your ambassador polo shirt/uniform or business dress depending on the event to all events, unless otherwise stated depending on the nature and profile of the event.
- Do not consume alcohol or drugs of any kind on any premises whilst representing your regional or national network.

We encourage openness at all times, you can share any concerns or complaints that you may have with:

YAAN.SUPPORT@education.gov.uk

Complaints procedure

The complaints procedure

The National Apprenticeship Service and Young Apprentice Ambassador Network has a procedure in place to ensure that complaints are taken seriously and dealt with appropriately. This document describes how to make a complaint and how your complaint will be dealt with.

It is the policy of the National Apprenticeship Service to have a fair and open process for dealing with concerns and complaints raised by YAAN members and non-members.

Who deals with complaints about YAAN members?

Any complaint concerning a member of the Young Apprentice Ambassador Network (YAAN) will be directed to the National Apprenticeship Service YAAN Manager: YAAN.SUPPORT@education.gov.uk

If the YAAN manager is not available, then it will be dealt with by the next senior manager or by someone asked by them to investigate the complaint.

All complaints will be required to:

- be provided in writing
- identify the issue to be addressed
- where possible contain substantiating information

How will my complaint be dealt with?

All complaints will be dealt with promptly, transparently, fairly and consistently. Complaints will be handled in a positive and pro-active manner and we expect resolutions and outcomes to contribute to a process of continuous improvement.

- on receipt of a complaint the YAAN Manager will review and assess the contents and nature of the complaint.
- you will be kept informed of the progress of the complaint with an acknowledgment of receipt of the complaint within seven days and regular updates (typically at least every four weeks).

- the investigator may need to speak to you and a number of other people to fully understand the complaint and the circumstances surrounding it.
- the complaint will be investigated and a written report will be produced alongside a timeline of actions and activities.
- the YAAN manager will make a decision about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.
- where the complaint is deemed critical, a meeting with a Deputy Director will be arranged.

Further information

We hope you find this information valuable. If you require clarification or require advice on how to make a complaint, please contact the National Apprenticeship Service YAAN Manager.

Complaints should be addressed to:

Emily Chapman-Wade
Young Apprentice Ambassador Network
(YAAN) Manager
YAAN.SUPPORT@education.gov.uk

Acronym glossary

AANs	Apprenticeship Ambassador Networks (Employers of
ASK	apprentices) Apprenticeship Support & Knowledge for schools
ATAs	and colleges Apprenticeship Training Agencies
BAME	Black Asian Minority Ethnic
CEC	Careers & Enterprise Company
CEIAG	Careers Education Information Advice &
DfE	Guidance Department for Education
DWP	Department for Work & Pensions
EAs	Enterprise Advisers
EE	Education & Employers
ESFA	Education & Skills Funding Agency
ETF	Education & Training Foundation
ESF	European Social Fund
FE	Further Education
FSB	Federation of Small Businesses
IAG	Information, Advice & Guidance
ITPs	Independent Training Providers
JCP	Job Centre Plus
KPIs	Key Performance Indicators
LDD	Learning Difficulties & Disabilities
LEP	Local Enterprise Partnership
NAS	National Apprenticeship Service
NCS	National Careers Service
NEET	Not in Education, Employment or Training
OAs	Opportunity Areas
RAG	Red, Amber, Green
SEND	Special Educational Needs & Disability
WBL	Work Based Learning
YAANs	Young Apprentice Ambassador Networks



“

Since joining the network, it has opened up so many opportunities for me, many that have helped to develop my skills and confidence.

Amy Kyme
Chair of the South West
YAAN

”

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