

Welcome to Build Great Apprentices

Session 1

10th July 2026

Simon Shaw

“Build Great Apprentices is designed to support managers throughout the entire apprenticeship journey. By giving managers, the right tools, knowledge and confidence from day one, we can transform apprentice experiences, improve completion rates and help build a stronger, more sustainable future workforce for construction.”

Paula Hyde, Chartway Partnerships Group

Today's team



Simon Shaw
Strategic Associate
SDN Mesma Group



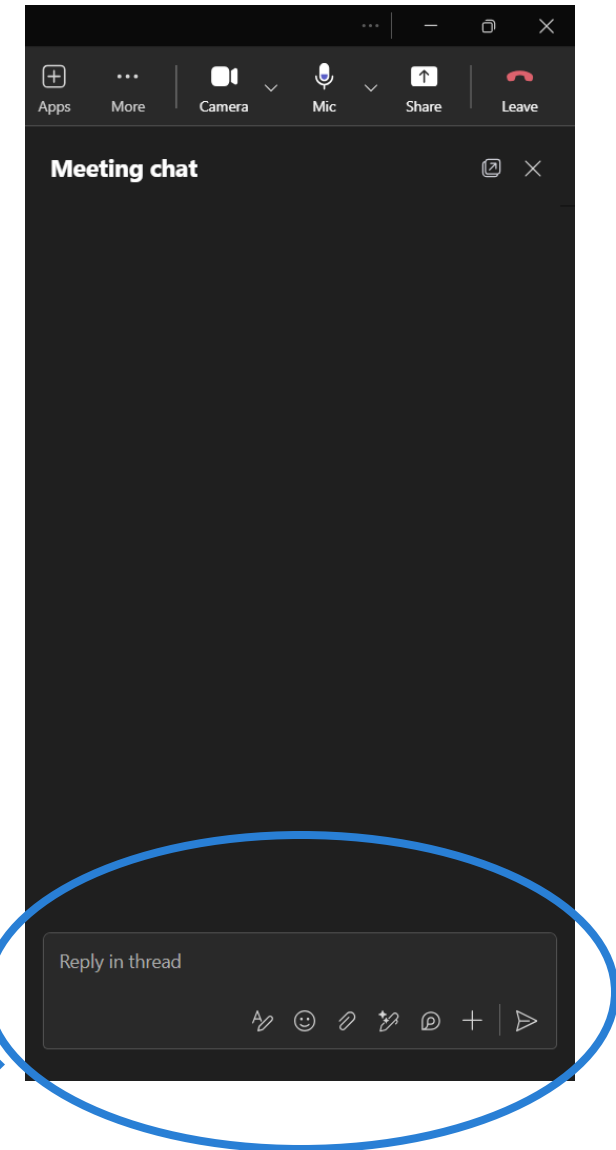
Paula Hyde
Skills, Competence and
Apprenticeships Manager
Chartway Group



Annie Coles
Technical Education Specialist
SDN Mesma Group

How today will run...

- **Interactive polls** to help us understand your priorities and tailor the session
- **Questions welcome** – add them to the chat at any time
- **This session will not be recorded**
- **Get involved in the way that suits you** – speak in breakouts, use the chat, or join reflection activities



Today's agenda

- Why Build Great Apprentices was developed
- Understanding apprenticeships and apprenticeship standards
- Supporting apprentices effectively in the workplace
- How the programme works
- Next steps and actions before Session 2

What you want from the programme

- Support apprentices better
- Become a more confident line manager to apprentices
- Understand the apprenticeship more
- Know what assessment requires
- Support improvement in the industry



Confidence check

How confident do you feel about the following?

[Scale: 1 = not confident, 2 = slightly confident, 3 = reasonably confident, 4 = very confident]

1. Your understanding of apprenticeships
2. Your knowledge of apprenticeship standards
3. Supporting apprentices throughout their apprenticeship
4. Preparing apprentices for assessment
5. Working effectively in partnership with colleges/training providers

Build Great Apprentices -
Confidence check



Why 'Build Great Apprentices'?

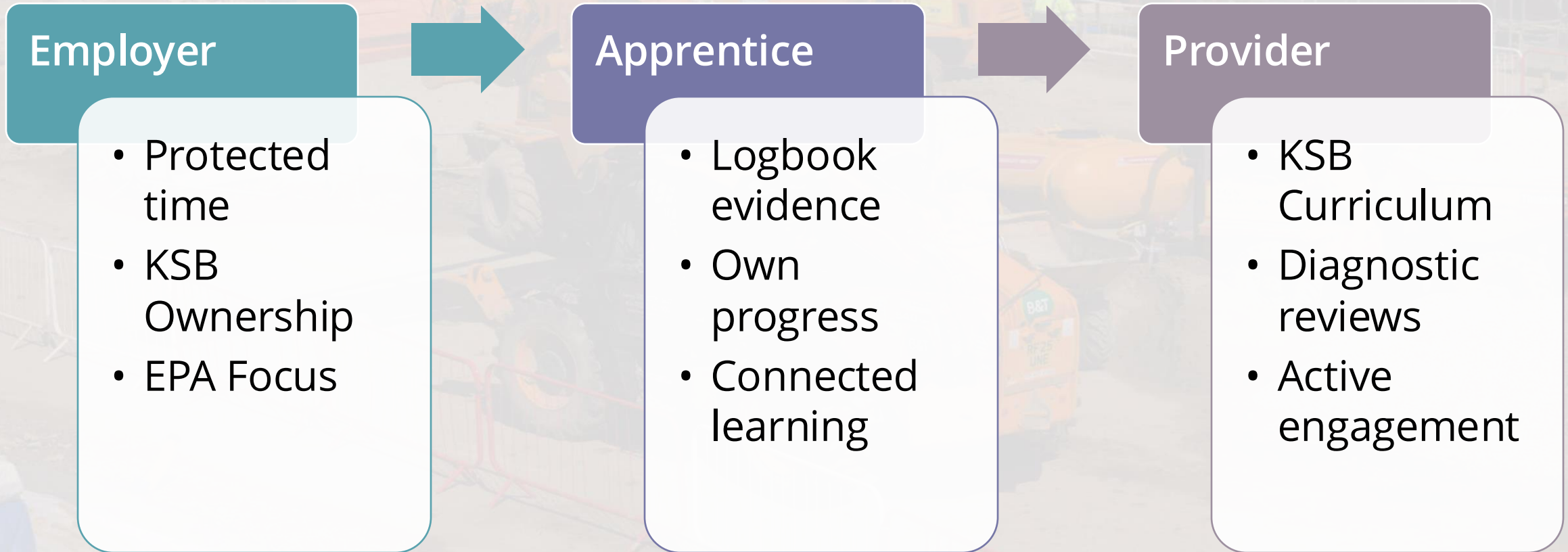


- 41,200 new workers a year
- 35,000 vacancies now
- Over a third of workers are over 50
- 24,950 new apprentices
- 42% didn't complete
- 1 in 5 drop out after 2 years

- 37% of apprentices feel unsupported on site
- Most feel unprepared for assessment
- Most on-site managers are not trained to support apprentices



The apprenticeship partnership



Welcome to Build Great Apprentices!

- Designed for real people in real situations
- Designed to be easy to access, short and to the point
- Building skills and knowledge in a way that allows you to use them straight away

What you should know about apprenticeships as a line manager or mentor

What do we mean by Standards?

The screenshot displays the Skills England website interface. At the top, the Skills England logo is on the left, and navigation links for 'Occupational Maps' and 'Qualifications' are on the right. Below the header, there are links for 'Apprenticeship finder', 'EQA providers', 'Apprenticeship surveys', and 'Subscribe to RSS feed'. The main content area is titled 'Highways maintenance skilled operative'. Under 'Overview of the role', a blue box states: 'Working on rural and urban roads to repair damaged surfaces.' The 'Details of standard' section includes an 'Occupational Profile' with a detailed description of the role. On the right, a sidebar provides key details: Status (Approved for delivery), Level (2), Reference (ST0053), Version (1.0), Date updated (03/01/2023), Approved for delivery (10 August 2018), Route (Construction and the built environment), Typical duration (18 months), Minimum hours for compliance (370), Maximum funding (£9000), LARS Code (336), and EQA Provider (Ofqual). Below this, there is a link to the 'Highways maintenance skilled operative end point assessment plan' (362.09 KB) and a search bar for finding an apprenticeship by postcode.

Skills England

Occupational Maps Qualifications

Apprenticeship finder EQA providers Apprenticeship surveys Subscribe to RSS feed

Highways maintenance skilled operative

Overview of the role

Working on rural and urban roads to repair damaged surfaces.

Details of standard

Occupational Profile

Highways Maintenance Skilled Operatives work for a variety of companies within the private sector (Utilities Companies, such as Electric, Gas and Water firms) and also the public sector (Local Authorities, County Councils and Highways England). Highways Maintenance Skilled Operatives will work on rural and urban roads (not including motorways) carrying out the excavating and re-instating of the highway, using hand and power tools and pedestrian plant machinery. They work as part of a team carrying out the repairs and also individually, when preparing the area for repair. Skilled Operatives must also be able to interpret and work to drawings and specifications when carrying out repairs to the highway. This work could include repairs to potholes, replacement and reinstatement of pavements and kerbs and laying new surfaces, to ensure roads and pathways are suitable for driving of vehicles or pedestrians to walk safely on. They also use equipment to locate buried water, gas or sewer lines, and once identified excavate by hand around the line to stop any damage and disruption to services. The Skilled Operative will prepare, set up and work within Temporary Traffic Management on rural and urban roads, which allows for the movement and flow of traffic and pedestrian restrictions. A Highways Maintenance Skilled Operative will undertake reactive and planned rural and urban roads maintenance and repair. They will work outside in all weathers and may be required to work at all times of the day and night at various locations. Working on rural and urban roads maintenance and repair can be dangerous so operatives need plenty of common sense and a high level of safety awareness, together with a disciplined and responsible approach whilst working with others. Understanding health and safety and environmental control will be essential to ensure safe working on rural and urban roads.

Status: Approved for delivery ✓
Level: **2**
Reference: ST0053
Version: 1.0
Date updated: 03/01/2023
Approved for delivery: 10 August 2018
Route: Construction and the built environment
Typical duration: 18 months (this does not include assessment period)
Minimum hours for compliance: 370
Maximum funding: £9000
LARS Code: 336
EQA Provider: Ofqual

Highways maintenance skilled operative end point assessment plan
File size: 362.09 KB

Find an apprenticeship ?
Postcode

<https://skillsengland.education.gov.uk/apprenticeships/>

BREAKOUT 1 Apprenticeship standards

Activity 1 instructions:

- Access the link in the chat
- Find apprenticeship standards for **construction site supervisor L4**
- Or **quantity surveying technician L4**
- Look through the standard – scroll down the page
- As a group, identify one thing you already know about this apprenticeship and one thing that's new to you

Activity 2 instructions:

- Read the scenario (shared in the chat) that relates to the apprenticeship standard you have looked at
- As a group, identify the **KSBs** that you think link most closely with the work the apprentice could be doing in this scenario

Activity 2 Scenarios

Construction site supervisor

The apprentice is coordinating three specialist subcontractors laying drainage on a residential development. One team has deviated from the drainage specification, creating a potential quality and programme risk.

Quantity surveying technician

The apprentice is measuring completed brickwork on a housing development to prepare an interim valuation for the main contractor. Materials costs have risen since the original bill of quantities was submitted.

Knowledge, Skills, Behaviours (KSBs)

Construction site supervisor

Knowledge

Risk assessment

Management principles

Quality standards

Project planning and resourcing

Skills

Monitor quality

Supervise construction workers

Behaviours

Work in teams

Communicate effectively

Commitment to professional competence

Quantity surveying technician

Knowledge

Cost control

Financial reporting

Construction technology

Contracts

Skills

Cost control and financial reporting

Administration

Behaviours

Communication

Ethical practice

Conflict avoidance

Assessment examples



Online test

Multiple choice

20 questions including scenario-based



Project/report

3 months

2500 words



Professional discussion

1 hour, online

Practical application of KSBs

What can you do as a line manager or mentor to support your apprentice to successfully complete their apprenticeship?

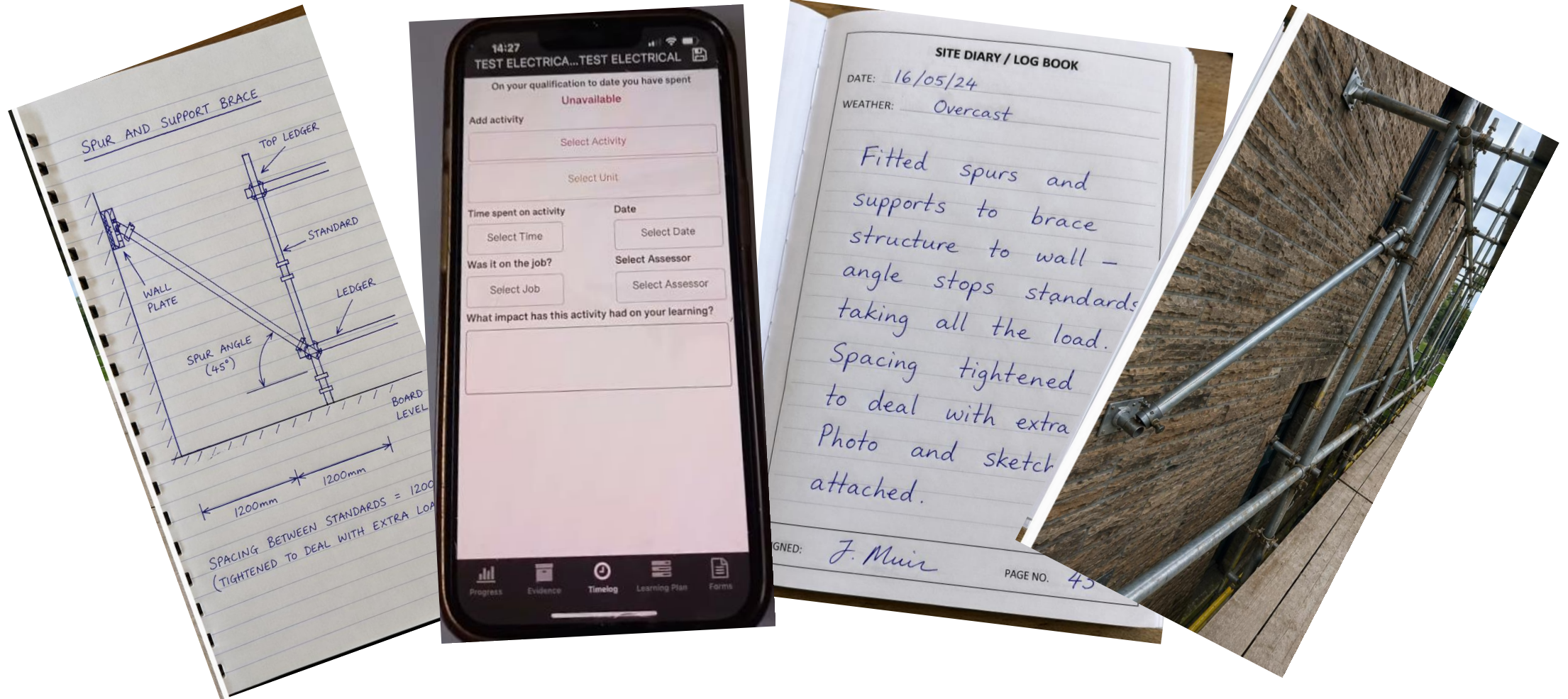
Help the apprentice to work well on site



Link their work to the KSBs



Get them to record the evidence



Review their progress

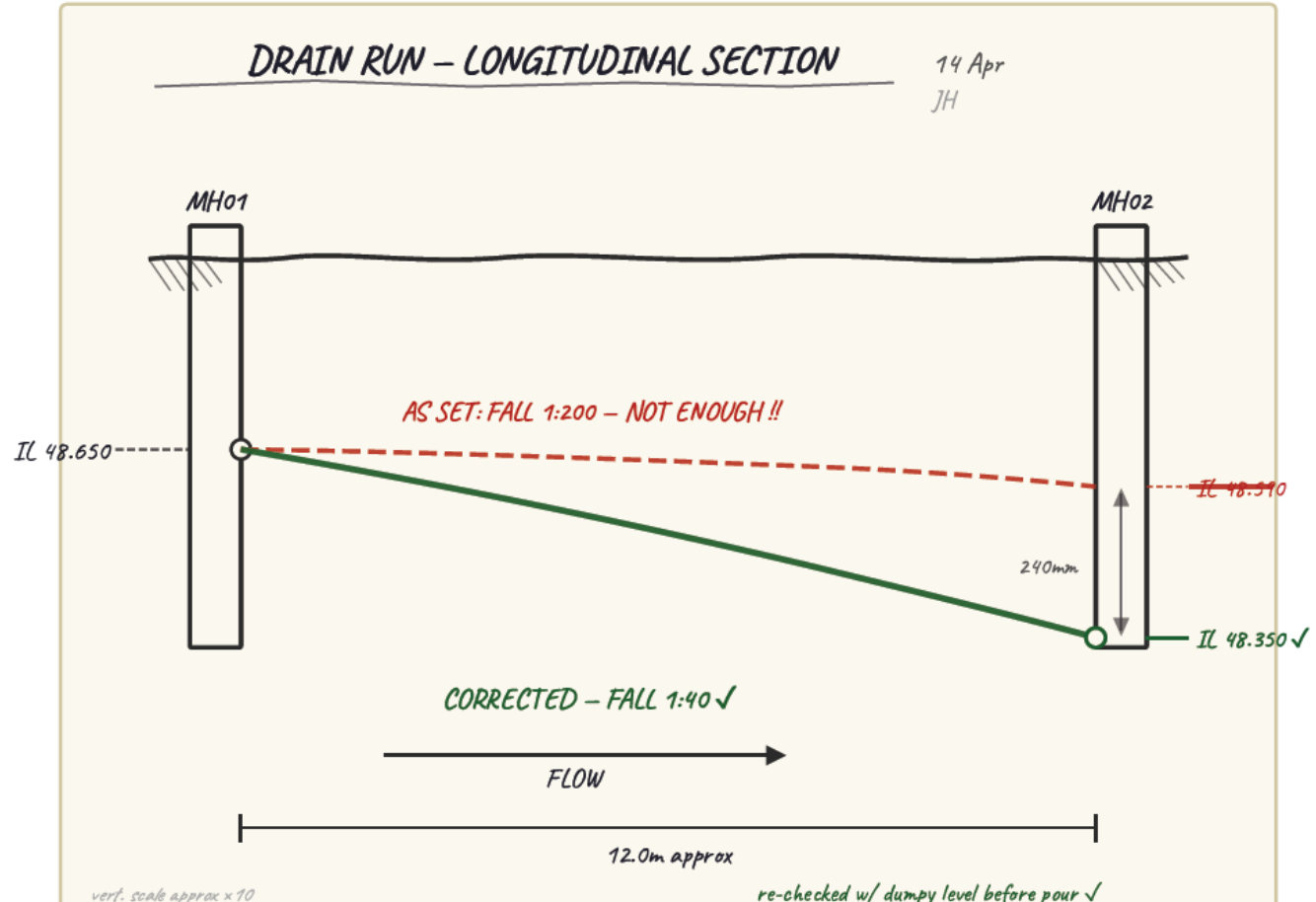


- Come prepared
- Drive the KSB discussion
- Advise where onsite experience is needed
- Identify opportunities and challenges
- Commit to action points

Help them to prepare for assessment



Get them to record the evidence



How the Build Great Apprentices programme works

Timetable and topics

S1 Jul 2026	S2 Sep 2026	S3 Nov 26	S4 Jan 27	S5 May 27	S6 Sep 27
 What makes apprenticeships great? Roles and responsibilities Apprenticeship standards/KSBs Workplace learning Reviews	Apprentice induction Belonging and team integration Developing early confidence Early signs of disengagement Practical support for assessment	Supporting independence Constructive feedback Tackling common problems Building motivation and resilience Problem-solving support	Evidence opportunities in everyday work What is good evidence? Logbooks and portfolios Progress reviews Reflection on learning and performance	Understanding achievement Preparing for assessment Reducing anxiety about assessment Portfolio building Keeping up the pace of progress	Apprentice retention Wellbeing and workload Support systems and escalation Effective partnerships Positive culture Future planning

Videos

Help the apprentice to:

- Produce a good standard of work
- Perform reliably and consistently
- Work well in a team
- Maintain motivation
- Manage workload
- Find solutions to a problem
- Receive feedback constructively
- Link their work to the standards
- Manage anxiety about assessment
- Demonstrate how much they know
- Understand their role in the apprenticeship
- Follow safety rules and procedures
- Apply knowledge to tasks
- Have high expectations
- Make good progress
- Tackle more challenging tasks
- Keep their logbook up to date
- Check evidence and spot gaps
- Reflect on being a professional
- Deal with personal issues

Using the resources

Video resource



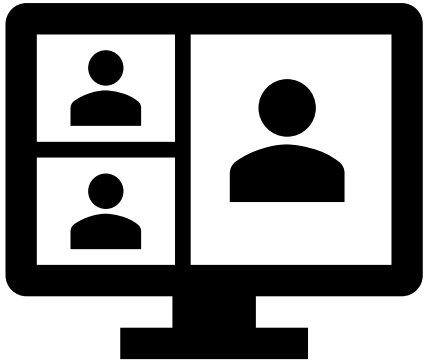
[Videos playlist link](#)

Fact sheets

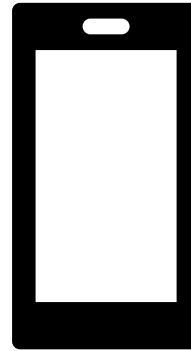


[Fact sheets link](#)

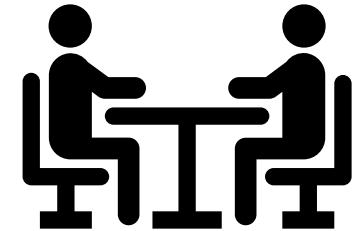
How to follow the programme



Attend



Access



Apply

Next steps

Between now and Session 2

Session 2 – Friday 18 September (8am)

- Check the email you registered with for more info
- Use the videos and fact sheets
- Keep a logbook / programme diary
- Reflect on what you've done differently
- Tell us what you think

Thank you for joining session 1 of **Build Great Apprentices**



[Videos playlist link](#)

Next steps:

- Access the on-demand short training videos
- Access and use the fact sheets in practice
- Feedback on how you are using the training and resources

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