

# EMPLOYER GUIDE TO USING THE APPRENTICESHIP SERVICE

EMPLOYER TRAINING  
& APPRENTICESHIPS



Apprenticeships



Gloucestershire College

# INTRODUCTION

All apprenticeships in England are required to be managed through the online Apprenticeship Service, your one stop for apprenticeship administration.

Through Apprenticeship Service you can:

- access and manage apprenticeship funding
- set up and approve apprentices
- advertise apprenticeship vacancies
- approve training costs
- check payments to training providers
- give training providers permission to carry out some tasks on your behalf

This step-by-step booklet will help guide you through the process.

## WE ARE HERE TO HELP

We can support you in setting up and using your Apprenticeship Service account.

Please email: [employer.training@gloscol.ac.uk](mailto:employer.training@gloscol.ac.uk) or call **0345 155 2020** if you need assistance.

**APPRENTICESHIP SERVICE HELPDESK CONTACT DETAILS: 08000 150600,  
HELPDESK@MANAGE-APPRENTICESHIP.SERVICE.GOV.UK**



# STEP 1: GETTING STARTED

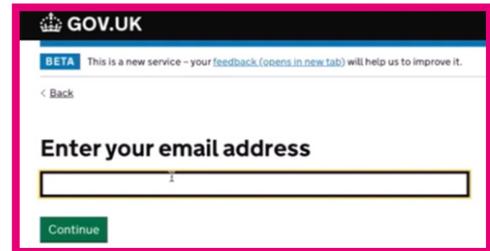
You will need to set up a GOV.UK One Login account to register for an Apprenticeship Service Account. If you already have a GOV.UK One Login go to [manage-apprenticeships.service.gov.uk](https://manage-apprenticeships.service.gov.uk) and sign in. If you do not have a GOV.UK One Login, follow these simple steps.

## 1 Click 'Create a GOV.UK One Login'



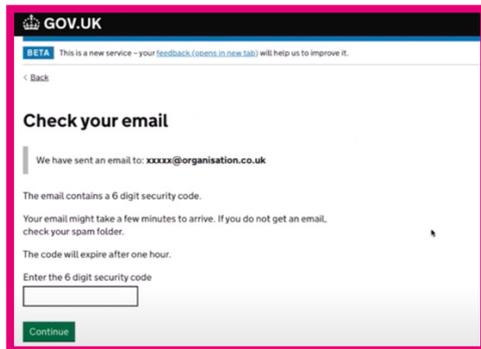
The screenshot shows the GOV.UK One Login creation page. At the top, it says "GOV.UK BETA" and "This is a new service - your feedback (opens in new tab) will help us to improve it." Below that, the heading is "Create a GOV.UK One Login or sign in". Underneath, it says "You'll need:" followed by a list: "an email address" and "a way to get security codes - this can be a mobile phone number or an authenticator app". There is also a link: "You can also use GOV.UK One Login in Welsh (Cymraeg)." At the bottom, there is a green "Create a GOV.UK One Login" button.

## 2 Enter your email address. Your email address should be a work email, or an email associated with your company.



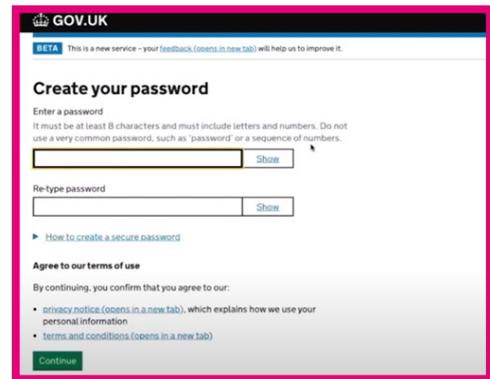
The screenshot shows the GOV.UK One Login email entry page. It has a "Back" link at the top left. The heading is "Enter your email address". There is a text input field for the email address and a green "Continue" button at the bottom.

## 3 Next you will be sent a 6-digit security code. Enter the code to verify your account.



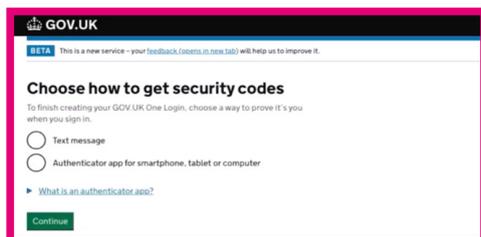
The screenshot shows the GOV.UK One Login email verification page. It has a "Back" link at the top left. The heading is "Check your email". It says "We have sent an email to: xxxxx@organisation.co.uk". Below that, it says "The email contains a 6 digit security code." and "Your email might take a few minutes to arrive. If you do not get an email, check your spam folder." It also says "The code will expire after one hour." and "Enter the 6 digit security code" with a text input field. There is a green "Continue" button at the bottom.

## 4 You will then be asked to create a password.



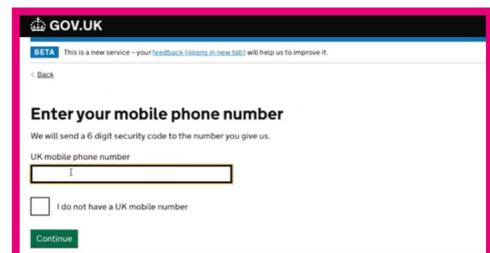
The screenshot shows the GOV.UK One Login password creation page. It has a "Back" link at the top left. The heading is "Create your password". It says "Enter a password" and "It must be at least 8 characters and must include letters and numbers. Do not use a very common password, such as 'password' or a sequence of numbers." There are two text input fields for the password and "Show" buttons. Below that, it says "Re-type password" with another text input field and "Show" button. There is a link "How to create a secure password". At the bottom, it says "Agree to our terms of use" and "By continuing, you confirm that you agree to our:" followed by links for "privacy notice (opens in a new tab)" and "terms and conditions (opens in a new tab)". There is a green "Continue" button at the bottom.

## 5 Next you will be asked to set up two factor authentication. Select 'Text Message'



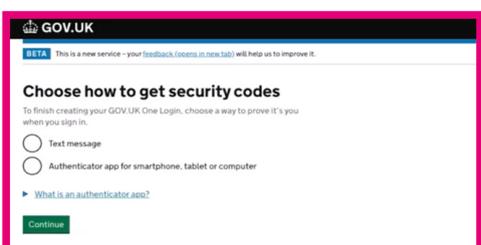
The screenshot shows the GOV.UK One Login two factor authentication selection page. It has a "Back" link at the top left. The heading is "Choose how to get security codes". It says "To finish creating your GOV.UK One Login, choose a way to prove it's you when you sign in." There are two radio button options: "Text message" and "Authenticator app for smartphone, tablet or computer". There is a link "What is an authenticator app?". There is a green "Continue" button at the bottom.

## 6 Enter your phone number and select 'Continue'



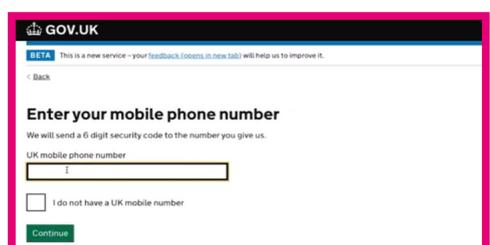
The screenshot shows the GOV.UK One Login mobile phone number entry page. It has a "Back" link at the top left. The heading is "Enter your mobile phone number". It says "We will send a 6 digit security code to the number you give us." There is a text input field for the UK mobile phone number. Below that, there is a checkbox "I do not have a UK mobile number". There is a green "Continue" button at the bottom.

## 7 Check your phone for the 6-digit security code. Enter the code and select 'Continue'



The screenshot shows the GOV.UK One Login mobile phone number entry page. It has a "Back" link at the top left. The heading is "Enter your mobile phone number". It says "We will send a 6 digit security code to the number you give us." There is a text input field for the UK mobile phone number. Below that, there is a checkbox "I do not have a UK mobile number". There is a green "Continue" button at the bottom.

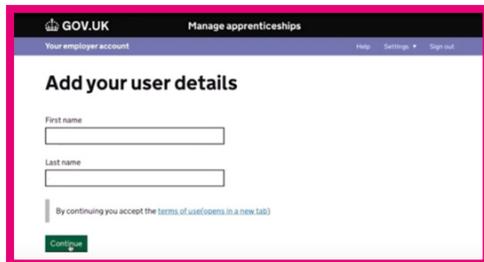
## 8 You have now created your GOV.UK One Login. Select 'Continue' to create your employer account.



The screenshot shows the GOV.UK One Login mobile phone number entry page. It has a "Back" link at the top left. The heading is "Enter your mobile phone number". It says "We will send a 6 digit security code to the number you give us." There is a text input field for the UK mobile phone number. Below that, there is a checkbox "I do not have a UK mobile number". There is a green "Continue" button at the bottom.

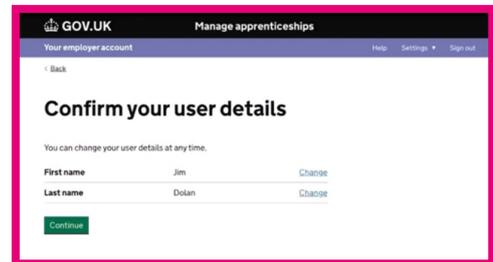
# STEP 2: CREATING YOUR EMPLOYER ACCOUNT

**1** Add your user details and press **'Continue'**.



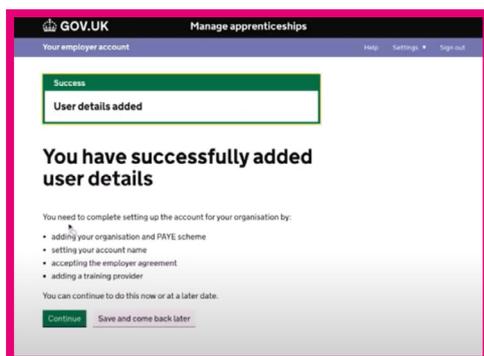
The screenshot shows the 'Add your user details' form. It has two input fields for 'First name' and 'Last name'. Below the fields is a 'Continue' button. A small note at the bottom states: 'By continuing you accept the terms of use (opens in a new tab)'.

**2** Confirm your user details. If you are satisfied, click **'Continue'**.



The screenshot shows the 'Confirm your user details' page. It displays the entered details: 'First name: Jim' and 'Last name: Dolan'. Each detail has a 'Change' link next to it. A 'Continue' button is at the bottom.

**3** You have now successfully added user details. Select **'Continue'** to move to the task list. There are a total of 5 registration tasks to be completed.

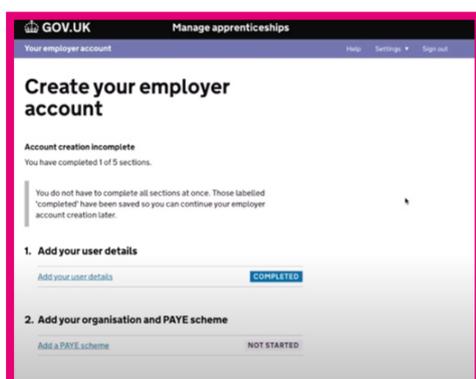


The screenshot shows a 'Success' message: 'User details added'. Below this, it says 'You have successfully added user details'. A list of tasks to complete is shown: 'adding your organisation and PAYE scheme', 'setting your account name', 'accepting the employer agreement', and 'adding a training provider'. A 'Continue' button and a 'Save and come back later' link are at the bottom.

**4** You have now added user details. You will now need to add your PAYE Details.

# STEP 3: ADDING PAYE DETAILS

**1** Select **'Add a PAYE scheme'**. You will then be asked to confirm your organisations annual pay bill.



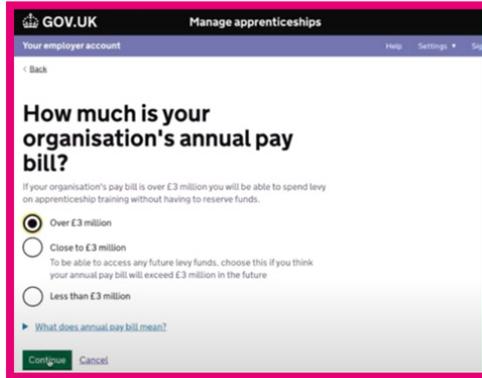
The screenshot shows the 'Create your employer account' page. It indicates 'Account creation incomplete' and shows a progress bar. The first step, '1. Add your user details', is marked as 'COMPLETED'. The second step, '2. Add your organisation and PAYE scheme', is marked as 'NOT STARTED'.

For Options 1 or 2 (Levy Paying organisations) you will need to add details using your Government Gateway ID.

For Option 3 (Non-Levy Payers) you will need to add your PAYE Scheme using the Accounts Office Reference Number which can be found on any correspondence from HMRC to your Business) and your PAYE Scheme Number.

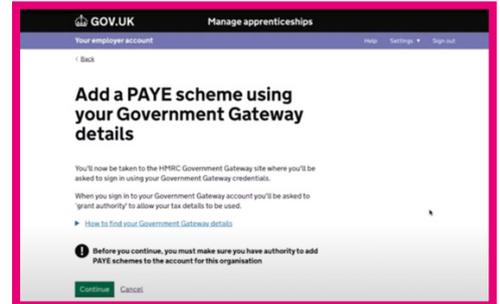
# LEVY PAYING ORGANISATIONS:

**1** For Levy paying employers with an annual wage bill of over £3 Million or close to 3 million please select either Option 1 or 2. You will need to add details using your Government Gateway ID.



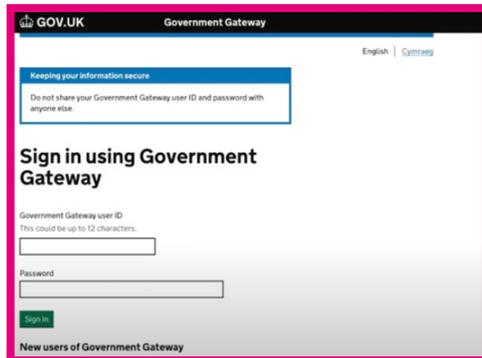
The screenshot shows the 'Manage apprenticeships' page on the GOV.UK website. The main heading is 'How much is your organisation's annual pay bill?'. Below this, there is a sub-heading: 'If your organisation's pay bill is over £3 million you will be able to spend levy on apprenticeship training without having to reserve funds.' There are three radio button options: 'Over £3 million' (selected), 'Close to £3 million' (with a sub-note: 'To be able to access any future levy funds, choose this if you think your annual pay bill will exceed £3 million in the future'), and 'Less than £3 million'. A link 'What does annual levy bill mean?' is visible. At the bottom, there are 'Continue' and 'Cancel' buttons.

**2** You will now be taken directly to the HMRC Government Gateway site to sign in using your credentials. Click **'Continue'** to proceed with signing in.



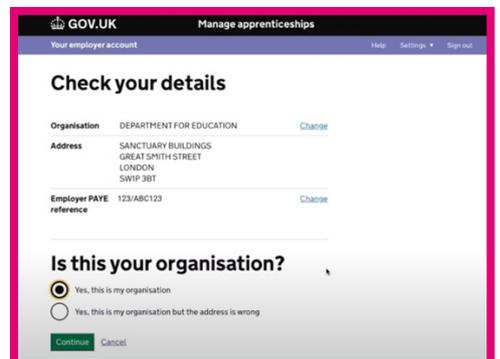
The screenshot shows the 'Add a PAYE scheme using your Government Gateway details' page. It includes a warning: 'You'll now be taken to the HMRC Government Gateway site where you'll be asked to sign in using your Government Gateway credentials.' Below this, it says: 'When you sign in to your Government Gateway account you'll be asked to grant authority to allow your tax details to be used.' A link 'How to find your Government Gateway details' is provided. A note states: 'Before you continue, you must make sure you have authority to add PAYE schemes to the account for this organisation.' At the bottom, there are 'Continue' and 'Cancel' buttons.

**3** Please sign in using your details and click sign in.



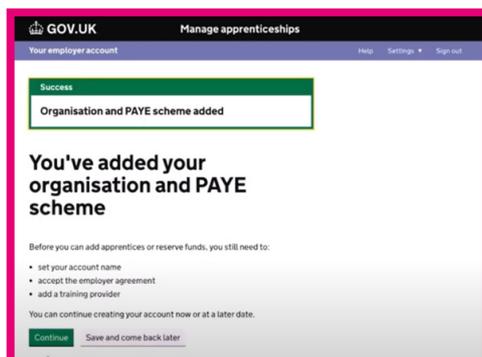
The screenshot shows the Government Gateway sign-in page. It features a security warning: 'Keeping your information secure. Do not share your Government Gateway user ID and password with anyone else.' The main heading is 'Sign in using Government Gateway'. Below this, there are fields for 'Government Gateway user ID' (with a note: 'This could be up to 12 characters') and 'Password'. A 'Sign in' button is at the bottom. A link for 'New users of Government Gateway' is also present.

**4** You will now be asked to confirm your employer details. When satisfied that the details are correct, please click **'Continue'**



The screenshot shows the 'Check your details' page. It displays the following information: Organisation: DEPARTMENT FOR EDUCATION; Address: SANCTUARY BUILDINGS, GREAT SMITH STREET, LONDON, SW1P 3BT; Employer PAYE reference: 123/ABC123. Below this, there is a section 'Is this your organisation?' with two radio button options: 'Yes, this is my organisation' (selected) and 'Yes, this is my organisation but the address is wrong'. At the bottom, there are 'Continue' and 'Cancel' buttons.

**5** Next you will need to click **'Continue'**. Head to **Step 3: Setting your account name** in the guide for next steps.



The screenshot shows a 'Success' message: 'Organisation and PAYE scheme added'. Below this, the heading is 'You've added your organisation and PAYE scheme'. A note states: 'Before you can add apprentices or reserve funds, you still need to:'. A list of tasks follows: 'set your account name', 'accept the employer agreement', and 'add a training provider'. A final note says: 'You can continue creating your account now or at a later date.' At the bottom, there are 'Continue' and 'Save and come back later' buttons.

# NON-LEVY PAYING ORGANISATIONS:

1

For non-levy paying employers with an annual wage bill of less than £3 million you will need to register your PAYE Scheme using your Accounts office reference number and PAYE reference.

The screenshot shows the 'Manage apprenticeships' page on the GOV.UK website. The main heading is 'How much is your organisation's annual pay bill?'. Below this, there is a question: 'If your organisation's pay bill is over £3 million you will be able to spend levy on apprenticeship training without having to reserve funds.' There are three radio button options: 'Over £3 million', 'Close to £3 million', and 'Less than £3 million'. The 'Less than £3 million' option is selected. At the bottom, there are 'Continue' and 'Cancel' buttons.

3

You will now be asked to check your details and confirm that they are correct. Once satisfied all details are correct, press 'Continue'

The screenshot shows the 'Check your details' page on the GOV.UK website. At the top, there is an 'Important' notice: 'From 22 April, the amount of funds apprenticeship levy paying employers can share with other businesses will increase to 50%. Learn more about sharing levy funds.' Below this, the heading is 'Check your details'. There are four sections, each with a 'Change' link: 'Organisation' (DEPARTMENT FOR EDUCATION), 'Address' (SANCTUARY BUILDINGS, GREAT SMITH STREET, LONDON, SW1P 3BT), 'Account office reference' (123XXXXXXX123), and 'Employer PAYE reference' (123/ABC123). At the bottom, there is a question 'Is this your organisation?' with two radio button options: 'Yes, this is my organisation' and 'Yes, this is my organisation but the address is wrong'. At the bottom, there are 'Continue' and 'Cancel' buttons.

2

Add your details and click 'Continue'

The screenshot shows the 'Add PAYE details' page on the GOV.UK website. The heading is 'Add PAYE details'. There are two input fields: 'Accounts office reference number' and 'Employer PAYE scheme reference'. Below the 'Employer PAYE scheme reference' field, there are 'Continue' and 'Cancel' buttons.

4

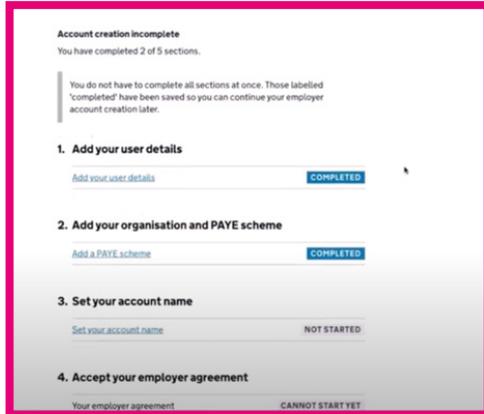
You have now successfully registered your PAYE details. Head to **Step 3: Setting your account name** for the next steps.

The screenshot shows the 'Success' page on the GOV.UK website. The heading is 'Success'. Below this, there is a message: 'Organisation and PAYE scheme added'. Below this, there is a heading: 'You've added your organisation and PAYE scheme'. Below this, there is a list of items: 'set your account name', 'accept the employer agreement', and 'add a training provider'. Below this, there is a message: 'You can continue creating your account now or at a later date.' At the bottom, there are 'Continue' and 'Save and come back later' buttons.

# STEP 3: SETTING YOUR ACCOUNT NAME

The first two steps have now been completed the next step is to set your account name.

- 1 Click on **'Set your account name'** to continue.



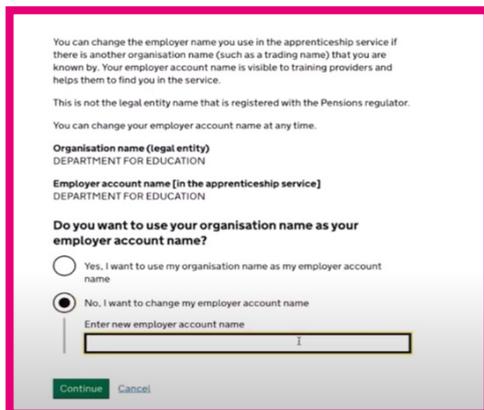
Account creation incomplete  
You have completed 2 of 5 sections.

You do not have to complete all sections at once. Those labelled 'completed' have been saved so you can continue your employer account creation later.

1. Add your user details  
[Add your user details](#) COMPLETED
2. Add your organisation and PAYE scheme  
[Add a PAYE scheme](#) COMPLETED
3. Set your account name  
[Set your account name](#) NOT STARTED
4. Accept your employer agreement  
[Your employer agreement](#) CANNOT START YET

- 2 On this page you can set your name as either your legal entity name or if you wish you can change the name on your account to your trading name. If you are happy with your employer's name, click yes and continue. **Move to signing the latest agreement**

- 3 If you wish to change your employer account name, select no and enter the new name in the box as shown below.



You can change the employer name you use in the apprenticeship service if there is another organisation name (such as a trading name) that you are known by. Your employer account name is visible to training providers and helps them to find you in the service.

This is not the legal entity name that is registered with the Pensions regulator.

You can change your employer account name at any time.

Organisation name (legal entity)  
DEPARTMENT FOR EDUCATION

Employer account name [in the apprenticeship service]  
DEPARTMENT FOR EDUCATION

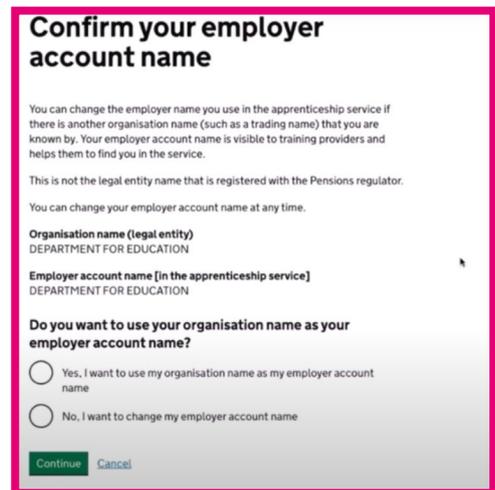
Do you want to use your organisation name as your employer account name?

Yes, I want to use my organisation name as my employer account name

No, I want to change my employer account name

Enter new employer account name

[Continue](#) [Cancel](#)



Confirm your employer account name

You can change the employer name you use in the apprenticeship service if there is another organisation name (such as a trading name) that you are known by. Your employer account name is visible to training providers and helps them to find you in the service.

This is not the legal entity name that is registered with the Pensions regulator.

You can change your employer account name at any time.

Organisation name (legal entity)  
DEPARTMENT FOR EDUCATION

Employer account name [in the apprenticeship service]  
DEPARTMENT FOR EDUCATION

Do you want to use your organisation name as your employer account name?

Yes, I want to use my organisation name as my employer account name

No, I want to change my employer account name

[Continue](#) [Cancel](#)

- 4 You will now be asked to confirm your new account name. If the details are correct, select **'Continue'**

- 5 Details have now been confirmed.



Your employer account

Success

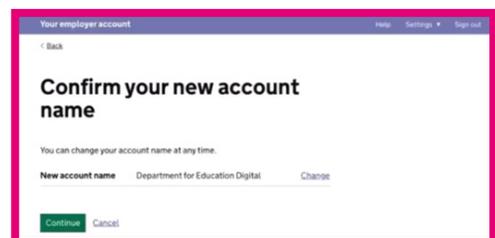
Account name changed

Your account name has been changed to Department for Education Digital

You can change your account name at any time.

Continue to create your account.

[Continue](#) [Save and come back later](#)



Your employer account

Confirm your new account name

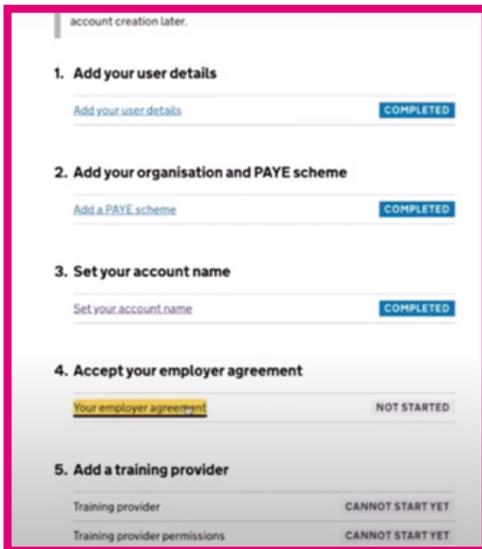
You can change your account name at any time.

New account name Department for Education Digital [Change](#)

[Continue](#) [Cancel](#)

# STEP 4: SIGNING THE LATEST AGREEMENT

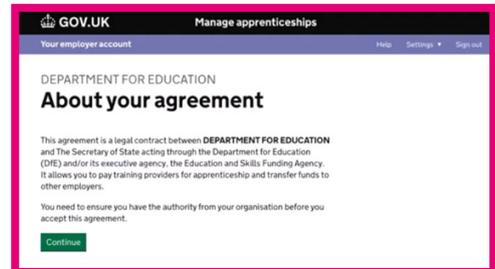
- 1 Select **'Your employer agreement'**



account creation later.

1. Add your user details  
Add your user details **COMPLETED**
2. Add your organisation and PAYE scheme  
Add a PAYE scheme **COMPLETED**
3. Set your account name  
Set your account name **COMPLETED**
4. Accept your employer agreement  
**Your employer agreement** NOT STARTED
5. Add a training provider  
Training provider CANNOT START YET  
Training provider permissions CANNOT START YET

- 2 Click **'Continue'** to view the latest agreement. You must ensure that you have the authority from your organisation to accept the agreement.



GOV.UK Manage apprenticeships

Your employer account Help Settings Sign out

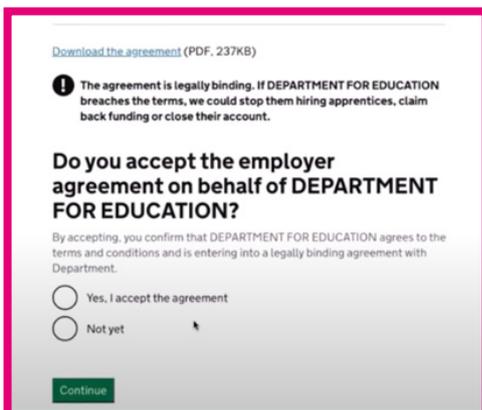
DEPARTMENT FOR EDUCATION  
**About your agreement**

This agreement is a legal contract between DEPARTMENT FOR EDUCATION and The Secretary of State acting through the Department for Education (DfE) and/or its executive agency, the Education and Skills Funding Agency. It allows you to pay training providers for apprenticeship and transfer funds to other employers.

You need to ensure you have the authority from your organisation before you accept this agreement.

**Continue**

- 3 Once you have read the agreement and you are happy to proceed, click **'Yes, I accept the agreement'** and **'Continue'**



[Download the agreement](#) (PDF, 237KB)

**!** The agreement is legally binding. If DEPARTMENT FOR EDUCATION breaches the terms, we could stop them hiring apprentices, claim back funding or close their account.

**Do you accept the employer agreement on behalf of DEPARTMENT FOR EDUCATION?**

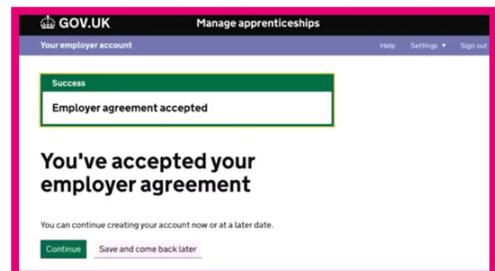
By accepting, you confirm that DEPARTMENT FOR EDUCATION agrees to the terms and conditions and is entering into a legally binding agreement with Department.

Yes, I accept the agreement

Not yet

**Continue**

- 4 You will now arrive on the confirmation page, select **'Continue'** to move to the next step.



GOV.UK Manage apprenticeships

Your employer account Help Settings Sign out

**Success**

Employer agreement accepted

**You've accepted your employer agreement**

You can continue creating your account now or at a later date.

**Continue** [Save and come back later](#)

- 5 Details have now been confirmed.



Your employer account

**Success**

Account name changed

**Your account name has been changed to Department for Education Digital**

You can change your account name at any time.

Continue to create your account.

**Continue** [Save and come back later](#)

# STEP 5: ADDING TRAINING PROVIDER AND SETTING PERMISSIONS

By giving Gloucestershire College permissions to your account, you will enable our Employer Training & Apprenticeship team to support you with adding apprentice records, creating and submitting vacancy adverts and managing the recruitment process on your behalf. Giving Gloucestershire College training provider permissions does not give the college access to your account.

**1** Now that steps 1-4 have been completed, you will need to set training provider permissions. Select **'Training Provider'** to continue.

The screenshot shows a progress bar with five steps:

- 2. Add your organisation and PAYE scheme: Add a PAYE scheme (COMPLETED)
- 3. Set your account name: Set your account name (COMPLETED)
- 4. Accept your employer agreement: Your employer agreement (COMPLETED)
- 5. Add a training provider: Training provider (NOT STARTED), Training provider permissions (CANNOT START YET)

At the bottom, there is a link: [Save and come back later](#)

**3** On the next screen, select **'Add a training provider'**

The screenshot shows the 'Your training providers' screen with the following text:

You can add a training provider, then give them permission to add apprentice records, recruit apprentices and create job adverts on your behalf.

You have not added any training providers yet.

[Add a training provider](#)

[How permissions work](#)

**2** Select add a training provider now and click **'Continue'**

The screenshot shows the 'Add a training provider' screen with the following text:

You can either add a training provider now, or finish creating your account and add a training provider later.

Do you want to add a training provider now?

Yes, I'll add a training provider now

No, I want to finish setting up my account and add one later

[Continue](#)

**4** You can search for GC by typing **'Gloucestershire College'** or by using our **UKPRN Number: 10002696**. Then click **'Continue'**

The screenshot shows the 'Enter your training provider's name or reference number (UKPRN)' screen with the following text:

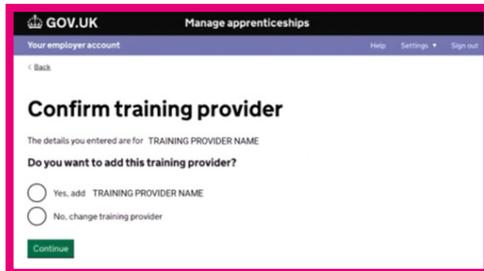
A UKPRN is the unique, 8-digit number we use to identify a training provider. Ask your training provider if you do not know it.

[Continue](#)

# STEP 5: CONTINUED

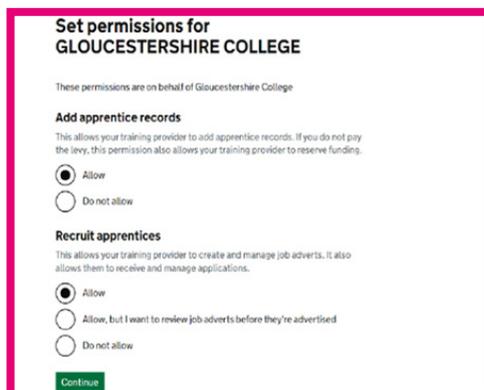
5

You will then be asked to confirm if you want to add Gloucestershire College as a training provider. Select **'Yes'** and **'Continue'**



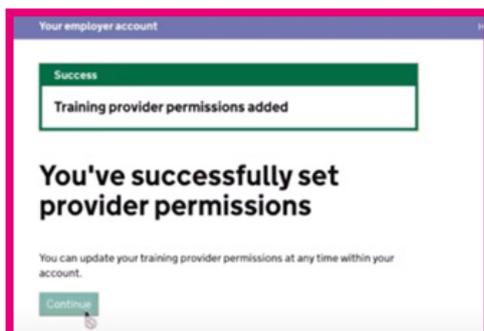
7

Next, you will be asked 'Do you give Gloucestershire College permission to add apprentice records?' And 'Do you give Gloucestershire College permission to recruit apprentices?' Select **'Allow'**, then **'Continue'**



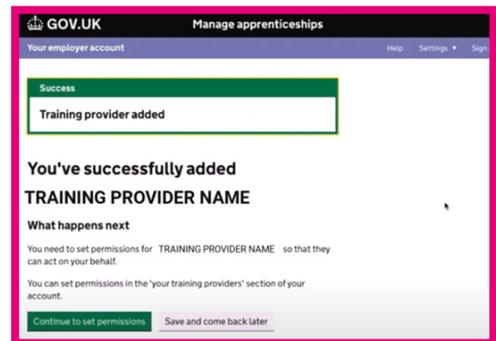
9

You will now arrive at the confirmation screen confirming that you have set permissions.



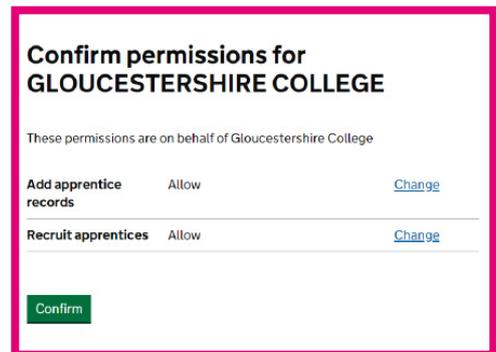
6

You will then arrive on the confirmation screen, confirming that you have successfully added Gloucestershire College. However, you will need to move to the next steps to set permissions. Select **'Continue'** to move to the next steps.



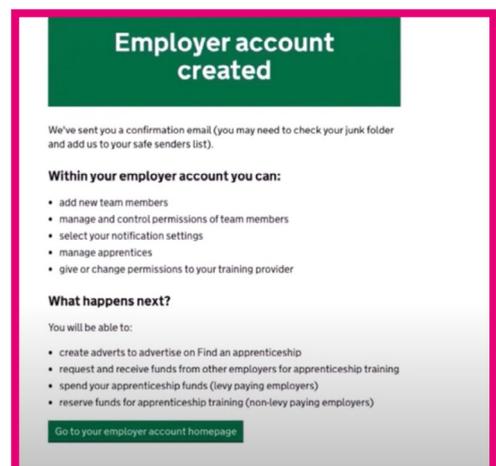
8

You will now need to confirm permissions for Gloucestershire College.



10

You have now finished creating your employer account.



# STEP 6: RECRUITING AN APPRENTICE WITH GLOUCESTERSHIRE COLLEGE

Once you have reserved the apprenticeship funding and have given Gloucestershire College full permissions, our Employer Training & Apprenticeships team will be happy to create an advert for your vacancy and manage applicants on your behalf. We will work with you to collect all the necessary information to place your advert. Some of the essential information includes:

- Apprentice role and responsibilities
- The training your apprentice will take and expected qualifications at the end
- Expected career progression after this apprenticeship
- Application closing date
- Apprenticeship start date
- Pay, duration and working hours
- Essential qualifications for the role
- Skills and personal qualities required for the role
- Benefits and other useful information about your company that will help attract candidates

Once the advert has been submitted and successfully checked by the system, it will go live within 48 hours and will be searchable on find an apprenticeship website.

In addition, we will promote your vacancy on the college website, our social media and on Indeed. Our Employer Training & Apprenticeships team will then support you with managing and shortlisting candidates.

