



APPRENTICE HANDBOOK 2025

Welcome to S&B Automotive Academy

Please read thoroughly to
ensure you understand this
information.



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Welcome to S&B Automotive Academy. I hope your learner journey with us is one you'll remember for many years to come.

Your Handbook will help you with what is available to you, contact and support details and general day-to-day things when on site. Please keep it in a safe place so you can refer to it throughout your apprenticeship. If anything's unclear, please speak with your tutor or the onsite welfare team who can help with any questions you have.

We pride ourselves on our friendly, supportive, and customer-focused service. During your time with S&B our Safeguarding and Wellbeing team will be on hand if you need any help or information.

You're joining a community that's like a family. You can help us to maintain this by caring about yourself and others on site.

Finally, to ensure the smooth running of our community, there must be some rules. We've outlined these in your Handbook. Please ensure you understand and follow these.

On behalf of the team at S&B Automotive Academy, we look forward to welcoming you and wish you every success with your apprenticeship .

Philip Marsh

CEO, Safeguarding Manager



The safety and welfare of all learners is a priority for S&B Automotive Academy.

We want your time at the academy to be a happy, safe, and progressive experience.

A-Z

Apprentice Information

This section is set out alphabetically to make it easy to find what you need. This information applies directly to you as an apprentice. Please take the time to read the rules and regulations, and ensure you understand and follow them. After all, these are in place to provide a safe space and enjoyable experience for everyone in our Academy.

A

Absence (holiday)

All absences MUST be reported to both your employer and S&B. It is then the responsibility of the employer to confirm your absence with S&B.

Any absence not reported will result in a call being made to your employer. Continual absence may result in behaviour management process.

Additional support

Please ensure any additional support needs have been provided to S&B prior to starting your apprenticeship as this will ensure any additional requirements can be agreed and implemented in order to support you through your learning journey. All provisions will be monitored to ensure the provision remains effective.

Some of the additional support examples: Overlays, reader, scribe, the potential for additional time at exam points which require S&B apply for with the correct evidence for the acceptance from the awarding bodies. Any educational healthcare plan will commence with a review with the learner, S&B, previous education provision and council. All placements offered will be subject to the review and S&B being able to meet the learners support needs.

Alcohol

Students under the age of 18 are not permitted to purchase, be in possession of, or consume alcohol whilst on block either on site or in the hotel. Under-aged students found purchasing, consuming or under the influence of alcohol will be suspended and subject to the behaviour management process.

The employer will also be notified.

Over 18 you are still at work when attending Academy and therefore bound by your company and S&B Drugs & Alcohol policy and any drunk/disruptive behaviour whilst under the influence with result in suspension, your employer being notified and behaviour management process.

B

Ball games

Please be mindful of our neighboring businesses and school there is not much space and the car park is usually full, we appreciate you want to exercise so ask you to respect all cars within the area and use the local park area which is located within a minute walk.

Behaviour

- Treat peers, staff, and visitors with respect, regardless of their gender, age, ethnic or social background, language, religious or other beliefs, disability, sexual identity or orientation or other status, and encourage them to treat others the same way.
- Behave as a representative of your employer. Your appearance, attitude, behaviour, and language directly impact you, your employer, and S&B.

- Always maintain professional boundaries in person and online.
- Never engage in physical 'horseplay'.
- Be careful when engaging in 'banter' as this can easily be misunderstood or have a negative impact whether intentional or not.

Bicycles

Bicycles must be kept in the designated bicycle storage areas.

You should take reasonable precautions to ensure the security of your bicycle, which is brought onto site entirely at your own risk.

C

Car parking

Parking is available free at S&B to all students. Students staying in the hotels will be responsible for parking charges as the provision does not include parking and will be payable by yourself on departure from the hotel.

Cameras are in operation.

Students should not park in disabled parking bays, unless they have the appropriate authority and parking protocol should be observed.

All students are expected to ensure their cars are fully roadworthy and that you always park and drive considerately, including the arrival and departure roads to the site. Failure to comply will result in parking access being removed and your employer being notified.

CCTV

The site is monitored by CCTV for security purposes. Cameras are located in external areas and internally in entrance lobbies and some corridors.

You can find our CCTV policy on the S&B website.

Clean Air Zone

The Government set legal limits for pollution, and we have introduced a Clean Air Zone to ensure Bristol meets those limits within the shortest possible time. Bristol's zone is now live. You must pay to drive within the zone if your vehicle does not meet the zone's emission standards, unless you have an exemption.

To check your vehicle exemption and avoid costs check at:

<https://www.regit.cars/bristol-ulez?msclkid=34bbc2be5b4216ac8817a430d24f86fc>

Communication

- Communicate respectfully with peers, staff, and any visitors regardless of age, gender, race, and disability.

- Aggressive behaviour towards others will not be tolerated. Always use language or behaviour towards others that are appropriate.
- Do not use language or behaviour that is or could be considered harassment, abuse, sexually provocative, or demeaning.

Complaints

S&B's Complaints Policy can be found on the S&B website. This process must be followed when making a formal complaint.

D

Dresscode

Classroom:

Not Acceptable - offensive logos or writing, ripped clothing, crop tops, shorts, flip flops, sliders.

Acceptable: T-shirts, shirts, blouses, jumpers, shoes, trainers.

Workshop:

Not Acceptable – Shorts, non-workwear clothing, no toe support

Acceptable – Full Personal Protective Workwear tops/ trousers and overalls all footwear must be safety standard with toe protection.

Drugs, substances, and smoking

S&B adheres strictly to the law. The use or storage of drug paraphernalia and illegal drugs, including cannabis and legal highs, is not acceptable on site or in any provided accommodation. Students found in possession of or supplying substances you will be suspended, your employer being notified and subject to Behaviour Management process.

It's at the discretion of S&B as to whether the Police are notified of an incident. Illegal substances seized will be confiscated and destroyed where appropriate in accordance with S&B's Search and Confiscation Procedure.

Smoking is forbidden on site. Please note this includes all forms of e-cigarettes and vapes. If you wish to smoke, please do so at designated smoking points and dispose of your cigarette butt in an appropriate manner. Smoking of illegal substances is banned and will be treated as serious misconduct.

E

Eating outlets

There are a number of local eating outlets offering a wide range of choice and located within a 10-minute walking radius of S&B.

There is access to a common room area on site with a pool table and table football for use during break periods.

A vending machine also selling snacks and drinks is available.

[eLogbook](#)

You will be required to log in and complete various tasks set by both your Account Manager and tutor this must be completed fully and in a timely manner minimum requirement is every 2 weeks to ensure you meet the awarding bodies evidence of learning and funding to continue with your apprenticeship program. Your employer is paying and supporting you with your chosen career choice and as their employee you will need to demonstrate good behaviours and work ethic at the Academy as you would with your employer.

[Emergencies](#)

Fire

On discovering a fire

- Operate the nearest fire alarm.
- Leave the building by the nearest fire exit.
- Report to assembly point.
- Don't attempt to extinguish the fire. Don't put yourself at personal risk.
- Contact a member of the S&B staff and inform them that you have discovered a fire.

On hearing the fire alarm

- Leave the building by the nearest fire exit.
- Report to the assembly point.
- You must leave when required, even for practice.

Do not stop to collect personal possessions or re-enter the building until the fire service S&B Fire Warden have given permission.

[First aid](#)

During office hours (8.00am to 4.30pm)

If you discover a situation where first aid or emergency medical treatment is necessary, you should call the main reception 0117 953 3001.

Out of office hours Lodging students (4.30pm to 8.00am)

Urgent medical treatment contact. The Hotel Main Reception. If an ambulance is needed, dial 999 and ask for the Ambulance Service and then contact the hotel's main reception immediately after the ambulance has been called, so that the ambulance can be directed to the correct location.

An accident in the hotel must be reported to the Hotel Main Reception as soon as is practical.

[Emergency action: Security](#)

If you notice a breach of security, please report this in the following way.

- During office hours (8am to 4.30pm)
Report to your tutor or Main Reception.
- Out of office hours (4.30pm to 8am)
Lodging students report to the Hotel's main Reception.

Lockdown:-

In the event of a site lockdown, remain calm and follow established emergency procedures. The lockdown alarm is a slow on–off pulse sound, signaling you to act immediately. Move to a safe, secure location—preferably an interior room—lock doors, cover windows, and stay away from all doors, windows, or anywhere you can be visible. Silence your phone and remain quiet to avoid drawing attention. Stay in place until an official “all clear” is given by security personnel or emergency services. Do not attempt to leave the area or investigate the situation yourself, and report any suspicious activity through approved communication channels.

F

Fire precaution.

You’re expected to comply with fire precautions at all times and should familiarize yourself with fire alarm break-glass switches, emergency exits and assembly points.

Fire practices are held at regular intervals; willful failure to participate in these practices is viewed as a serious matter and treated as misconduct. The removal of or tampering with firefighting equipment, fire/smoke detection installations, or the misuse of any other device installed to provide protection against fire are criminal offences under the Regulatory Reform (Fire Safety) Order 2005.

Female hygiene

S&B supports the period poverty initiative. You’ll find a selection of products available in the toilet facilities across the site, which are there for you to use free of charge. If you require any additional products, please speak to Main Reception.

G

Gym

A small onsite Gym is available for use at learners’ own risk, for access report to Reception, complete a consent form and access will be provided for use.

H

Hazards

If you see something that you think is dangerous, report it to your tutor and or Main Reception, as soon as possible.

Fire hazards

- Fire Doors: Keep shut at all times. Don’t wedge open.
- Escape routes: The corridors and stairs are your escape route – keep them clear at all times. Wear sensible footwear. Cigarettes: This site is non-smoking, this includes e-cigarettes, vapes and puff bars.

Slips/trips and fall hazards

- Stairs: Use them responsibly and carefully.
- Floors: Keep them clear e.g. free from trailing electrical cables and spilt liquids.

Electrical hazards

- Sockets: Don't overload. Use only fused, trailing extension leads. Don't use cable drum extension leads or cubed electrical adaptors.
- Appliances: Don't use items where the cable is worn or frayed.

Personal safety

- PPE must be brought to every block it is your responsibility to ensure that your PPE is clean and safe to use, failure to bring will result in withdraw from workshop sessions along with your employer being notified.
- Alcohol and drugs: These will decrease your ability to judge hazards and increase the risk of injury both inside and outside your accommodation.
- Security: Keep all doors closed and do not share access to the building with any strangers.

Housekeeping

- Good housekeeping creates a pleasant and safe learning / working environment.
- It is your responsibility to ensure that all tools / equipment used are returned and your work area is cleaned before leaving the classroom/workshop,
- Ensure you report any damaged or missing equipment to your tutor.

HOTEL USERS

- All under-18 students on an evening sign out at the hotel's main reception and sign in by no later than 10.00pm.
- Please respect others in the hotel and keep noise levels down.
- Please remember you are representing both S&B and your employer.
- The hotel will notify S&B of any issues or concerns, and it will be S&B to follow up and investigate where needed and notify the employer.
- Problem with food please address this with the hotel at the time of concern so they are able to deal with the issue quickly.
- You are provided with a 2 course meal this is NOT an all you can eat buffet please be mindful of others dining and to choose one of the mains offered and not all. The hotel will cater for the number of learners provided for a meal and a dessert.
-

S&B Emergency out of hours contact number : **07769 753203**

I

IT facilities

Please refrain from using any personal laptops due to compliance with both safeguarding and Ofsted requirement.

All site laptops are monitored in accordance with safeguarding and Ofsted guidelines this includes using words deemed to be racist, discriminative in any way also searches swear words and inappropriate search criteria i.e. knives, guns, etc. The system will flag the IT and Safeguarding teams who will be speaking with you and

your employer.

S&B provides access to computing and IT resources to help students with their studies. If a user violates the IT Acceptable Use Policy (AUP) they may have their access rights limited or withdrawn, be subject to Non-Academic Behaviour Management action, or even criminal proceedings in the most severe cases. The Impero software is present on all Academy Laptops and will raise any inappropriate usage.

IT Acceptable Use Policy is published on our website.

L

Lateness

You must report your late arrival ASAP with 0117 9533001. This will ensure we are aware of your safety and have an estimated time of arrival to share with your tutor. Upon your arrival you will need to report directly to Reception and register your arrival.

Litter

Please help us to keep the site tidy and use the recycling and waste bins provided, ensuring you separate recyclable and non-recyclable items.

Lost Property

All lost and found items will be taken to Reception. Please visit Student Services if you wish to report a lost item.

M

Mobile Phones

Mobile phone use is not permitted in class unless your tutor has expressly given permission to use it for Academy-related tasks. Phones must be on silent during all other times.

For anyone requiring to make urgent contact with you they can do so by calling the main contact number [0117 953 3001](tel:01179533001). Continual failure to adhere to this will result in you being removed from the class your employer being notified and the following of the Behaviour Management procedures.

N

Noise

Please be considerate of others when on site and moving between rooms during lecture times. Shouting, door slamming and general messing about causes disturbance to others who should not have to put up with unreasonable behaviour.

P

Parking

Free limited on-site parking is available, when using your own transport, it is your responsibility to ensure your insurance is covered for business use. Parking is at owners risk S&B take no responsibility for vehicles or belongings. Electric car charging points are available.

Photo ID cards

All students will be issued with an ID card and lanyard when starting with S&B.

Your ID card will be used for identification purposes, accessing the site. ID cards/lanyards **must be worn at all times** when on site. If you have misplaced your ID card, please visit Main Reception for a replacement card for £5.00. This cost will be met by yourself, and your employer notified.

The hotel will request to see your ID to confirm your name, age and that you are an S&B student and eligible for evening meal.

Personal Protective Equipment (P.P.E)

PPE **MUST** be brought to every block it is your responsibility to ensure that you PPE is clean and safe to use, failure to bring this will result in withdrawal from workshop sessions and your employer being notified

R

Religion

There is a prayer room located on site for all to use.

S

Safeguarding

This is everyone's responsibility. We have a legal responsibility to safeguard students, staff and visitors. If you suspect abuse has taken place, if somebody discloses abuse, or you believe there is an imminent risk, you should inform any of the safeguarding team Safeguarding Lead on 07788148358 or

Student Safety

Students are asked to keep to well-lit areas when walking between the site and the Hotel after dark.

We also recommend downloading the Hollie Guard free personal safety app.
www.hollieguard.com

T

Timekeeping

It is your responsibility to be on site on time and in your classroom and settled in place ready for your lesson. Bad timekeeping will be reported to your employer and further action will be taken,

Travel Provisions by S&B

For all learners that receive travel from S&B.

Provide any dates of absence prior to blocks.

Follow ticket collection as detailed on the ticket provided.

Ensure your email details are kept up to date with S&B

V

Violence

Will not be tolerated under any circumstances. This will result in termination of your apprenticeship.

W

Wellbeing

Your wellbeing and mental health are important to us and have our Mental Health team that are able to provide emotional support, guidance and referrals to specialist support services for a wide range of concerns including, but not limited to, loneliness, homesickness, friendship issues, financial and housing difficulties, drug, alcohol, gambling dependency, anxiety, stress, and other mental health concerns. Wellbeing support is available to students during the day, most evenings and weekends.

Work

It is your responsibility to complete all work in a timely and conscientious manner any missed work will be raised with yourself and your employer continual failure to meet the work deadline could result in a Break in Learning, delay to completion or non-completion of your apprenticeship program.

Accommodation



Delta Hotels by Marriott

2 Lower Castle St, Bristol BS1 3AD

Check in time: After 3pm

Emergency contacts: Hotel reception +44 117-9294281

It is essential that you arrive in a timely manner to the hotel, however if you have arrived out of hours please speak to reception using the contact information above

Food provided:

Morning meal: Buffet breakfast

Evening meal: 2 course buffet style evening meal

Safeguarding information:

Under 18's must sign in and out of the hotel and be back by 10pm latest.

Strictly no drinking or drugs allowed on site.

There is no parking included, if you wish to park at the hotel you will need to pay with them directly, otherwise there is free parking at S&B.

Also, clean air zone now applies, find more information at <https://www.bristol.gov.uk>.

Delta is S&B's main partner. However, on occasion the Hilton or Grande can be may be used.

The Hilton Garden Inn: Redcliffe Way, Redcliffe, Bristol BS1 6NJ
0117 926 0041

The Mercure Bristol Grand: Broad St, Bristol BS1 2EL
0117 929 1645



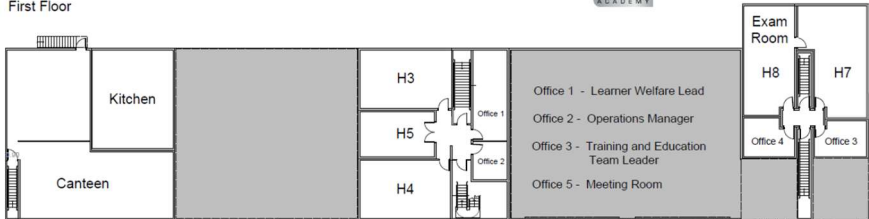
All learners must follow safeguarding rules. Any hotel concerns please address directly with the hotel, further complaints please contact tanda@sandbaa.com

Site Plan

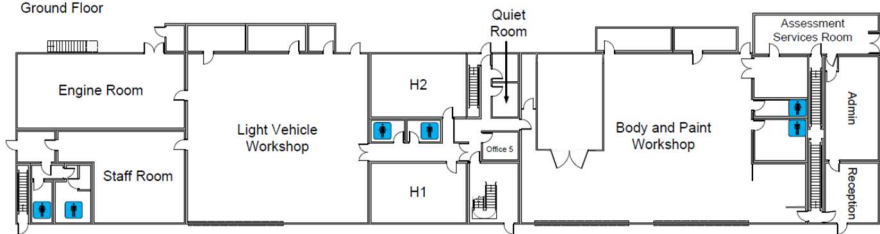
S&B Automotive Academy - Building A



First Floor



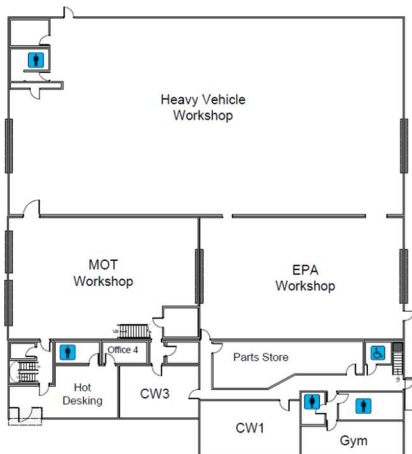
Ground Floor



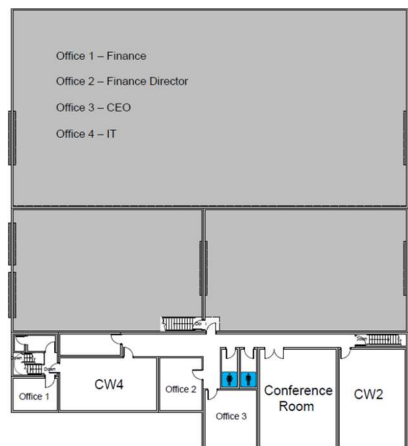
S&B Automotive Academy - Castleworks



Ground Floor



First Floor



Contacts

| | |
|--|--|
| S&B Reception | 0117 9533001 |
| Travel & Accommodation Tanda@sandbaa.com | 0117 9533001 |
| Nikki Parker Safeguarding / Mental Health First Aider lead nparker@sandbaa.com | 07718 111877 |
| Leolie Shepherd Safeguarding officer / Mental Health First Aider lshepherd@sandbaa.com | 07851 245858 |
| G Bakawala Mental Health First Aider gbakawala@sandbaa.com | 07704 981293 |
| Ruby Hordle Mental Health First Aider rhordle@sandbaa.com | 07803 149874 |
| Chloe Dymond Mental Health First Aider cdymond@sandbaa.com | 07596 862585 |
| HOTEL | |
| Delta Hotel by Marriott | 0117 9294281 |
| Hilton Garden Inn | 0117 9251001 |
| The Mercure Hotel | 0117 9291645 |
| S&B Out-of-hour emergency contact | 07769 753203 |
| Emergency Support | |
| Samaritans | 116 123 |
| BEN (mental health support for the automotive industry) https://ben.org.uk/get-help | 0801 311 333 |
| SHOUT Text Line (counselling service) text the word shout to _ | 85258 |
| Papyrus (suicide support 9am – 12am) Pat@papyrus-uk.org | 0800 068 4141 |
| Frank (drug support) | 0300 1236600 Text 82111 |
| Alcoholics Anonymous help@aamail.org | 0800 9177650 |