



# **HIT Training Apprenticeship Employer Guide**

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## Welcome

At HIT, we have been considering how best we can help the hospitality and retail sectors respond to the current challenges. How can we at HIT maximise our resources, with over 300 experienced, skilled training professionals across the country, to help the industry?



As you may be aware, the government introduced apprenticeship programmes that have been devised by experienced employers. Details of these appear on the next few pages of this guide.

These apprenticeships are designed to meet the individual needs of each employer and to address your specific requirements for competent and productive staff. Importantly, these programmes are for existing staff as well as new staff. They require you, the employer, to decide when your apprentice is competent and ready to take their End-Point Assessment.

For employers, this is a great improvement over the old framework system and will, for engaged employers, result in increased productivity from your apprentices. With many of you having to tighten your belts and work with smaller workforces this could be just what

you need. Targeted staff training can add 21% to your bottom line with a seven times payback on apprenticeship investment, according to government figures.

We believe these new apprenticeships will increase that payback which is why we are offering them to the hospitality industry now.

**Jill Whittaker FIH FCA**  
HIT Training Ltd – Executive Chair

# What is an apprenticeship?

**An apprenticeship is a genuine job, with training, meaning apprentices can earn while you learn and gain a nationally recognised qualification.**

Apprenticeships offer a valuable opportunity for employers to cultivate a skilled and loyal workforce. Whether you're aiming to bring fresh talent into your organisation, support professionals seeking a career change, or provide new challenges for career movers, apprenticeships can be a strategic investment. By hiring apprentices, you'll benefit from their enthusiasm and willingness to learn while they gain practical skills and knowledge directly related to your industry.

Apprentices work alongside experienced colleagues, gaining hands-on experience and developing practical skills crucial for their roles. Additionally, they participate in off-the-job training sessions to understand the theoretical aspects of their profession and industry. This combination ensures that apprentices are well-rounded and ready to contribute effectively to your team.

Upon completion of their apprenticeship, individuals earn a nationally recognised qualification, which certifies that they have acquired the necessary skills and knowledge to perform their job competently. This not only benefits your business by having qualified professionals but also enhances your reputation as an employer committed to employee development.

The apprenticeship level will depend on the candidate's existing qualifications, the specific job role, and the apprenticeship standard you choose to implement. By investing in apprenticeships, you're investing in the future success and growth of your business.

**Get a dream job**

**Level 6 and 7 - Degree**  
**Equivalent Education Level:**  
Bachelor's or Master's Degree

**Get a career**

**Level 4, 5, 6 and 7 - Higher**  
**Equivalent Education Level:**  
Foundation Degree and above

**Get a better job**

**Level 3 - Advanced**  
**Equivalent Education Level:**  
2 A level passes

**Get a job**

**Level 2 - Intermediate**  
**Equivalent Education Level:**  
5 GCSE passes

# How they work?

## Functional skills

English and maths are essential skills that are required for many aspects of life, including work. As an apprentice, you may need to use these skills regularly in your job, such as communicating with colleagues or customers, reading instructions, or measuring out ingredients.

In addition, apprenticeships in the UK require apprentices to achieve a minimum level of English and maths as a condition of completion. This is to ensure that apprentices have the necessary skills and knowledge to succeed in their chosen industry and progress in their career.

By completing the English and maths components of your apprenticeship, you will be able to develop your skills in these areas and gain qualifications that are recognised by employers across many industries. This can help to enhance your employability and increase your career opportunities.

### Level 1 (L1)

Recognised qualification equivalent to:

- ▶ GCSE Grade D-G (3-1)
- ▶ Functional Skills L1
- ▶ Key skills L1 in English or maths.

## Independent End-Point Assessment (EPA)

At the end of your apprenticeship, you will be assessed by an End-Point Assessment Organisation. Here you will have the opportunity to showcase the knowledge, skills, and behaviours that you have developed throughout the apprenticeship.

All apprenticeships have grades of Pass, Merit and Distinction, depending on the sector.

### Level 2 (L2)

Recognised qualification equivalent to:

- ▶ GCSE Grade A\*-C (9-4)
- ▶ Functional Skills L2
- ▶ Key skills L2 in English or maths.

# Entry requirements

**To be eligible for an apprenticeship, potential candidates have to be aged 16 years or over, work full or part-time with a contract of employment.**

They also need to be a resident in England and not taking part in any other full-time education.

If they have already achieved a degree or equivalent qualification in this country or abroad, they may not be eligible for an apprenticeship unless the skills acquired for the apprenticeship are different from their degree.

As the employer you will specify what their entry requirements are for each job role and what qualifications, if any, or experience is required.

Employers can offer apprenticeships to new entrants or use them to grow talent among current employees.

Apprenticeships equip individuals with the necessary skills, knowledge and behaviours they need for specific job roles, future employment and job progression.

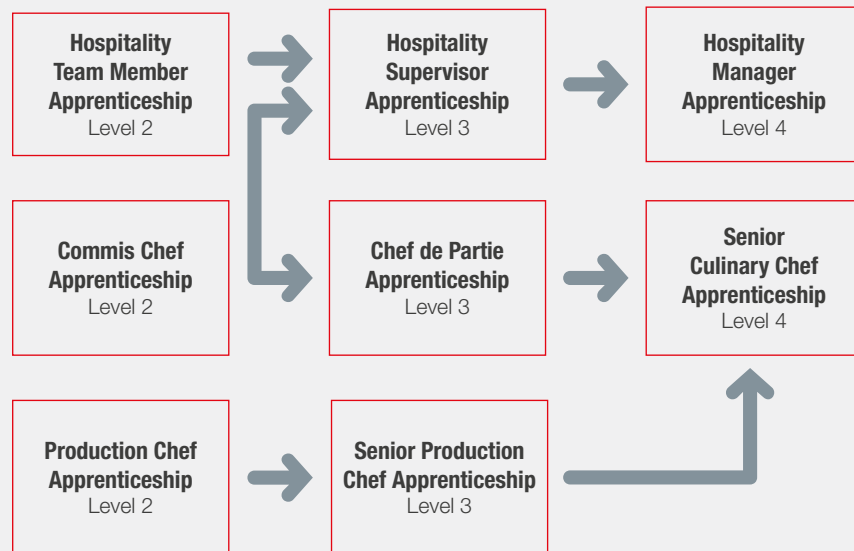




# Available apprenticeships

Eight apprenticeship standards have been developed for hospitality. They form progressive career pathways, incorporating the knowledge, skills and behaviours employers have defined for today's industry. The standards have been designed so that they apply across the sector, allowing organisations to incorporate their own ways of working, products and services into the learning and development, whilst ensuring it meets one national standard.

## Hospitality Apprenticeships



## Retail Apprenticeships



## Other Hospitality Apprenticeships

- ▶ Event Assistant Apprenticeship, Level 3
- ▶ Brewer Apprenticeship, Level 4

## Business Services

- ▶ Cleaning Hygiene Operative Apprenticeship, Level 2
- ▶ Customer Service Practitioner Apprenticeship, Level 2
- ▶ Customer Service Specialist Apprenticeship, Level 3
- ▶ Business Administration Apprenticeship, Level 3
- ▶ Sales Executive Apprenticeship, Level 4

In partnership with our specialist leadership and management training division EDN, we also offer the following programmes to enhance our apprenticeship offer:



- ▶ Team Leader Apprenticeship, Level 3
- ▶ Learning and Skills Mentor Apprenticeship, Level 4
- ▶ Coaching Professional Apprenticeship, Level 5
- ▶ Operations/Departmental Manager Apprenticeship, Level 5

# Delivery model

## Apprenticeship On-Boarding

At the start of any apprenticeship programme, a potential apprentice will either be nominated internally by the employer or will be recruited into your business as an apprentice.



### Online application

Alongside your entry requirements, HIT will check whether the potential apprentice is eligible for the apprenticeship.



### Initial assessment

We need to know what level of maths, English and possibly IT skills your potential apprentice possesses.



### Confirmation of start

Once their initial assessment has been completed, eligibility confirmed, paperwork signed off and funding sorted, it's time to start.



### Induction to the apprenticeship

This is the first meeting between the apprentice, employer/mentor and their HIT Vocational Trainer. Together we'll agree on a personal learning and development plan, setting a timetable of activities in preparation for the End-Point Assessment (EPA).

## Application

## Enrolment

## Induction

## Know It... Show it... Live it.

Once you are enrolled onto your apprenticeship its time to begin your learning journey. Our blended delivery approach means we can adapt training to suit the needs of each learner through the following channels enabling you to retain new knowledge and skills whilst applying what you learn.



### Knowledge Bites

Our online learning platform holds a variety of guided learning modules to boost and develop the apprentice's knowledge. Each Knowledge Bite is linked to and will precede an Interactive Online Workshop (IOW).



### Interactive Online Workshops (IOW)

Each apprenticeship has a suite of Interactive Online Workshops that are mapped to the Knowledge element of the apprenticeship standard.



### Assessment and Skills Development

After each IOW, your HIT Vocational Trainer will set up an online or face-to-face tutorial visit with each apprentice to complete and review assessments, provide further coaching where required and agree the next steps of learning.

Throughout their apprenticeship, your apprentice will complete mock assessments linked to the End-Point Assessment methods. This provides an indicator of their readiness for their final assessment.

The Vocational Trainer will also use this opportunity to keep you and their mentor informed of any areas the apprentice needs to focus on in the workplace and allow you to feed back concerns you may have.



### Functional Skills Activities

Our Vocational Trainers have a variety of resources available to support learning maths, English and IT. Your apprentice will also have access to our BKSB platform where they will complete an initial assessment and diagnostics. BKSB will create an individualised learning plan for your apprentice and from here, they can revise and work on any areas they find challenging.

## Knowledge Bite Module

### Attend Interactive Online Workshop (IOW)

Your HIT Vocational Trainer will agree which IOWs you should attend and at what point in your programme.

### Complete Assessment and Skills Development

After each IOW, your Vocational Trainer will set up an online tutorial or face-to-face visit with you.

### Complete Functional Skills activities

4 STAGES REPEATED DURING APPRENTICESHIP

## Gateway

## End-Point Assessment

# Off-the-job training

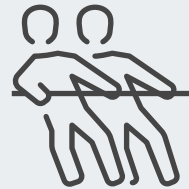
Off-the-job training is a statutory requirement for an apprenticeship and is the training that is delivered outside of the apprentice's normal working duties.

## Activities contained in off-the-job training.

The training must be directly relevant to the apprenticeship standard and must take place in normal working hours. It can include:



Taught sessions – lectures, seminars and workshops.



Shadowing/being mentored by experienced staff.



Online learning/webinars and collaborate sessions.



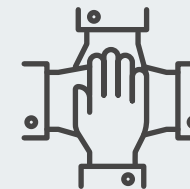
Simulated exercises and role play.



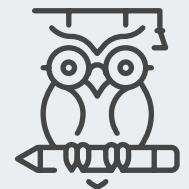
Visits or sessions in other disciplines.



Attendance at internal conferences or regular research forums.



Attendance at shared communities of practice session devised by the programme team.



Other learning support provided by the employer or the provider.



Industry visits.



Conference attendance.



Writing up of assignments/assessments.

## Key facts

**1** Off-the-job training must take place during the apprentice's normal working hours (paid hours excluding overtime) over the planned duration of the apprenticeship.

**2** You can deliver off-the-job training in the apprentice's normal workplace or at an external location.

**3** Progress reviews and on-programme assessment do not count towards off-the-job training.

You can find further details about off-the-job training including best practice examples in the apprenticeship funding rules, and the apprenticeships off-the-job training guidance on GOV.UK.

# Benefit from apprenticeships

## Motivational tool for your workforce

Employing apprentices encourages a learning environment amongst all your workforce in your business, rejuvenating the learning ethos of more experienced staff, as well as providing senior staff with the opportunity to support and mentor apprentices. Working with HIT as your training provider gives you access to a range of training activities and solutions for your workforce. Staff feel motivated to know their employer is investing in them by developing their skills and professionalism.



## Apprenticeships provide benefits for both employers and employees

92% of employers who employ apprentices believe that apprenticeships lead to a more motivated and satisfied workforce (source: National Apprenticeship Service). We work with employers to create and manage tailored apprenticeship programmes to meet the needs of their business in a cost effective and low risk way.

## Investment payback

Government surveys reveal companies employing apprentices are more competitive with greater productivity and reduced labour turnover. Indeed, apprenticeships add value to their organisations. Invariably the value gained by recruiting an apprentice exceeds the initial outlay and cost.

## Apprentices produce returns

Even before they complete their programme, apprentices develop into:

- Proficient staff who understand your organisation's values and objectives and provide a high quality service
- Dependable staff who understand their employment role and responsibilities
- Safe staff who understand and are competent in health and safety and safeguarding
- Skilled staff who are working towards the vocational competency needed to meet the specific requirements of your organisation.



# 80%

of companies who invest in apprentices have reported a significant increase in employee retention

**77%** of employers believe apprenticeships make them more competitive



**78%** of those employers who employ apprentices agree they make their workplace more productive



**92%** of employers who employ apprentices believe that apprenticeships lead to a more motivated and satisfied workforce



**83%** of employers who employ apprentices rely on their apprenticeships programme to provide the skilled workers that they need for the future





# Funding apprenticeships

**At HIT Training, we have always tried to deliver apprenticeships at minimal financial cost to you, the employer, although the government rules have allowed us to make charges.**

We believed the contributions you have made to allow your apprentices time to attend off-the-job one-to-one tuition with our trainers, to pay their wages and to provide support, input and mentoring were sufficient. However that choice has now been taken away from us and the government genuinely believes you will appreciate the value of apprenticeship training if you have to make a small financial contribution.

## Large employers Apprenticeship Levy payment

All employers with a payroll bill in excess of £3 million per annum have to pay an Apprenticeship Levy of 0.5% of their pay bill, paid monthly through PAYE.



Graham Knott  
Operations Director

## Updated information

Detailed information about the levy and payments required from employers with an annual payroll bill of less than £3 million are available via the government website. However we will keep you up-to-date on the latest information via our website at [hittraining.co.uk/apprenticeship-levy](http://hittraining.co.uk/apprenticeship-levy), and through your local HIT team who work with you and your staff.

**Have you got the HIT levy little red book?  
Call us now for your copy.**



**Also don't forget to call us now for your copy of our guide to funding.**



## Employers with less than £3 million payroll payments

- Employers with a payroll bill of less than £3 million are required to pay 5% of the cost of the apprenticeship programme directly to their training provider before the training can commence. This can be paid in a single up-front payment, or by monthly or quarterly payments.
- All employers who employ a 16-18 year old apprentice, or someone who is under 24 and has left care, or has a local authority health and education place, will receive a bonus payment of £1,000.

## Small and medium businesses (SMEs)

The Government will fully fund apprenticeships in SMEs by paying the full cost of training for anyone up to the age of 21.

**Please note:** All costings and percentages quoted on these two pages are correct as of April 1st 2024.



**Don't forget you are no longer required to pay Class 1 (employer) National Insurance Contributions (NIC) on earnings up to £50,270 for an apprentice you employ aged under 25. That's a 13.8% saving on everything your apprentice earns over £12,570 a year for the employers of apprentices.**

**TOP TIP**

# Employer's responsibilities

**An apprentice is a regular full-time employee and all employment law, health and safety regulations and your normal workplace operating policies and procedures apply.**

All aspects of employment law, including those listed here, apply to apprentices as well as current staff:

- ▶ **Data protection**
- ▶ **Contracts of employment**
- ▶ **Minimum wage**
- ▶ **Risk assessments**
- ▶ **Holiday entitlement**
- ▶ **Sick pay**
- ▶ **Equality and diversity**
- ▶ **Health and safety.**

## Site capabilities

A member of the HIT team, in partnership with the employer, will carry out a review of the site's operations, products and services to ascertain which apprenticeship standards can be delivered on that site. This is particularly important for chef apprenticeships as to whether or not the site can fulfil the requirements of the Professional Chef Apprenticeship Standards.

## RIDDOR – health and safety

In the event of an apprentice sustaining a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable injury in the working environment, it is the responsibility of the employer to notify the Health and Safety Executive, providing full details of the incident and the employer's recording process. It is expected that all apprentices receive an appropriate induction to their place of work from their employer and are kept fully informed of the organisation's health, safety and hygiene, including allergies, policies and procedures.

## Apprenticeship Agreement

HIT's Apprenticeship Agreement is a three-way agreement between the employer, their apprentice and HIT, and is currently governed by S32 of the Apprenticeship, Skills, Children and Learning Act 2009 (ASCLA). Current and new contracts of employment between the employer and the apprentice will meet the Employment Rights 1996 Act in addition to the Apprenticeship Agreement requirements with the inclusion of a statement setting out the skill, trade or occupation and noting any relevant English qualification and issuing authority.

## Working hours

Apprentices should be employed for a minimum of 30 hours a week. Part-time staff working a minimum of 16 hours per week may also be eligible, but the length of their apprenticeship programme will increase.

Younger apprentices (aged 16-18) have restricted working hours.

- ▶ **A limit of eight hours a day and 40 hours a week.**
- ▶ **Unable to work between 10pm and 6am or between 11pm and 7am (except in certain circumstances).**
- ▶ **12 hours rest between each working day with two days off in each seven day rota.**
- ▶ **A 30 minute in-work rest break when working for longer than four and a half hours.**

## Under 18 apprentices serving alcohol in licensed premises

Hospitality team member apprentices taking one of the 'Serving Alcohol' options must be 16 or over to start this apprenticeship standard as it is based on the sale, service and delivery of alcohol and contains alcohol-related information. Under the Licensing Act 2003, a young person (under the age of 18) can sell alcohol on licensed premises as long as each and every sale is approved by a responsible person, defined as:

- ▶ **The premises licence holder for that premises.**
- ▶ **The designated premises supervisor for that premises.**
- ▶ **Any individual over 18 who is authorised by the licence holder.**

## National Living Wage and the National Minimum Wage. The rates change every April.\*

Year	21+	18 to 20	16 to 17	Apprentice
April 2024	£11.44	£8.60	£6.40	£6.40

Most employers pay higher wage than the current minimum wage rate for an apprentice.

\* This information is accurate as of April 2024

# Code of good practice

- ▶ The employer will provide every opportunity for their apprentices to complete the apprenticeship programme. This will include a combination of planned on and off-the-job learning opportunities, assessments and tests and planned visits to the workplace by HIT's trainer.
- ▶ A Learning Agreement is agreed with the apprentice and their employer.
- ▶ The employer will continue to pay wages or salaries during learning and assessment activities including tests.
- ▶ In the unlikely event of the apprentice being required to undertake significant off-the-job learning, prior agreement will be sought from the employer.
- ▶ The apprenticeship programme requires apprentices to take an End-Point Assessment when the employer, apprentice and HIT agree the apprentice is ready.
- ▶ The employer will support invigilation arrangements for formal testing.
- ▶ In accordance with the government's apprenticeship funding requirements, employers must not withhold wages or salaries for their apprentices at any time during delivery of the work-based apprenticeship programmes, or when the apprentice has time out of the workplace to sit tests and examinations.
- ▶ The employer will allow the apprentice time to evidence their work-based competencies and knowledge, and meet with a HIT trainer as agreed with the apprentice and employer.
- ▶ The employer will participate in formal reviews of progress with the apprentice and HIT's trainer.
- ▶ The employer will provide learning opportunities and agree projects to further the knowledge and skills of the apprentice and provide on-the-job learning opportunities to enhance the apprenticeship programme.
- ▶ The employer will support the apprentice through a process of mentoring and/or supervision, and where appropriate provide coaching opportunities in order to increase the apprentice's skill level and job knowledge.
- ▶ The employer will work with a HIT trainer and the apprentice to formulate and agree milestones to be achieved and allow the apprentice time out of the workplace to attend workshops where appropriate.



# Safeguarding and prevent duty

## Employer's responsibilities explained

### You have a responsibility to:

Alert HIT Training Ltd to any concerns regarding your apprentice. Concerns may include changes in their behaviour, appearance or attitude, language and terminology, or mental health. This will allow us to investigate what the causes might be. We can then provide specialist support and guidance to ensure the wellbeing of your apprentice and signpost them to the correct support services if required.

### How to report Safeguarding or Prevent concerns involving apprentices:

If you have a concern, would like more information or have any questions, please contact our Safeguarding Team by telephoning 0800 093 5892, asking for the Designated Safeguarding Lead. Every apprentice's safety and wellbeing is paramount to what we do.





# Safeguarding and prevent duty

## What is the Prevent Duty?

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 3 of the Act, to have “**due regard to the need to prevent people from being drawn into terrorism**”.

These statutory bodies include:

- ▶ Education
- ▶ Health
- ▶ Social Care
- ▶ Police.

## What is Extremism?

The government has defined extremism in the Prevent Duty as: “**vocal or active opposition to fundamental British values**”. This also includes calls for the death of members of the British armed forces. Extremism and radicalisation might include violent Islamist groups, the extreme right wing and other causes.

## What is Radicalisation?

The process by which a person comes to support terrorism and extremist ideologies.

“**Radicalisation is a vague and non-specific word which different people may use to mean different things... this nation and our culture are tolerant of religious diversity ...**”

Justice Holman, March 2014

## What are British Values?

British values are defined as “**democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.**” We encourage our learners and staff to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

We have a statutory duty to “**prevent people from being drawn into terrorism**” and as such we need your help and support to comply with this duty. By embracing and understanding what British values are, we gain deeper respect in how to contribute effectively to work in today’s cultural society. Many of the things we already do at HIT Training are to help apprentices to be positive and confident members of our workforce. These include:

- ▶ Exploring other cultures and religions and promoting diversity
- ▶ Challenging prejudices and racist comments and behaviours
- ▶ Developing critical thinking skills and a strong, positive self-identity
- ▶ Promoting spiritual, moral, social and cultural development
- ▶ Active promotion of British values.

IN

## What is Safeguarding?

At the heart of the Prevent strategy is safeguarding children and adults to provide early intervention that protects and prevents people from being drawn into terrorist activity.

Safeguarding and promoting the welfare of children and vulnerable adults is defined as protecting individuals from maltreatment; preventing impairment of individuals’ health or development; ensuring that individuals develop in circumstances consistent with the provision of safe and effective care; and taking action to enable everyone to have the best outcomes. It is important that safeguarding doesn’t just include children under the age of 18; safeguarding is for people who, because of issues such as dementia, learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

## What are the signs of vulnerability?

There is no single way of identifying who is likely to be vulnerable to being drawn into terrorism. Factors that may have a bearing on someone becoming vulnerable may include:

- ▶ Loneliness or isolation leading to negative influence from other people or via the internet
- ▶ Drugs, gangs, violence and crime against them or their involvement in crime e.g. race/hate crime, anti-social behaviour
- ▶ Family tensions and breakdown, poverty, homelessness and lack of self-esteem
- ▶ Personal or political grievances or recent political or religious conversion
- ▶ Sexual exploitation, physical or mental abuse.



# Safeguarding and prevent duty

## What is the role of HIT Training Ltd?

HIT Training has a legal responsibility under the Prevent Duty to make sure that:

- ▶ All staff have undertaken training in the Prevent Duty which is updated every three years as a minimum
- ▶ We are aware when it is appropriate to refer concerns about apprentices or colleagues to the Designated Safeguarding and Prevent Lead.

HIT staff, working with our partner organisations and employers, exemplify British values of “**democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs**” into our practice.

We have a statutory duty to “**prevent people from being drawn into terrorism**” and as such we need your help and support to comply with this duty.

We are committed to help apprentices to develop positive attributes enabling them to embrace and embed the British values from this day forth. These include:

- ▶ Exploring other cultures and religions and promoting diversity
- ▶ Challenging prejudices and racist comments and behaviours
- ▶ Developing critical thinking skills and a strong, positive self-identity
- ▶ Promoting spiritual, moral, social and cultural development
- ▶ Active promotion of British values.

We provide learners with information so they understand how to protect themselves from extremist views contrary to British values, which they may encounter, now or later in their lives, helping to keep themselves safe.

We use a range of methods to protect learners from the risk of radicalisation, such as:

- ▶ Embedding British values into our teaching and learning practice
- ▶ Monitoring online activity
- ▶ Ensuring all staff have received Prevent and Safeguarding training, and vetting visitors who deliver sessions.

All our staff are subject to DBS (Disclosure and Barring Service) checks.

HIT Training has access to a range of support services, both internally and externally, which include: Drug, Alcohol and Health Awareness, Careers and Employability Support, Education and Training Support, Special Educational Needs and Disabilities Services, Life and Social Skills Development, Mentoring and Counselling.

When staff have concerns, they should report them to the Designated Safeguarding and Prevent Lead who investigates the appropriate course of action; this may include making a referral to Channel. We ask that employers do the same.

## What is Channel?

Channel is a programme that provides support to people who are identified as being vulnerable to being drawn into terrorism or extremism. It is a supportive approach and operates in the pre-criminal space. The programme uses a multi-agency approach to protect vulnerable people by:

- ▶ Identifying individuals at risk
- ▶ Assessing the nature and extent of the risk, and developing the most appropriate support plan for the individuals concerned.

## HIT's service promise

At HIT, we are fully committed to providing your apprentice(s) with the training, support and guidance that they will need to achieve their qualifications(s).

All our staff have worked in the industry and gained valuable experience and understanding of how to work and succeed in the sector.

HIT has supported more than 250,000 learners at over 20,000 employer sites across the country. We have a good reputation for learners achieving their qualifications and securing jobs.

All of your details are kept in a secure location by HIT to prevent unauthorised access.

## For more information

You will find more details about the Prevent Duty in our Safeguarding and Prevent policy, available on our website at:

**[www.hittraining.co.uk](http://www.hittraining.co.uk)**

The following sources may also be useful for further information:

- ▶ [HM Government Prevent duty guidance: for England and Wales](#)
- ▶ Extremism takes many forms and some of these may be a greater threat in some areas. Your local council and police will be able to advise you if you have specific concerns or questions.







**0800 093 5892**

**[hittraining.co.uk](http://hittraining.co.uk)**

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