

Apprenticeship Service | Employer Account Setup

Thank you for choosing Somerset Skills & Learning (SS&L) to support your organisation with apprenticeships.

This guide is aimed at providing the information you need to set-your organisation up with an account in the Apprenticeship Service.

As an initial step please register for the apprenticeship service using the link below, you may need the assistance of your finance team to do this.

We can only start apprentices on programme once the apprenticeship service has been activated.

Using the apprenticeship service – access using Google Chrome if you can.

Employers need to use the [apprenticeship service](#) to make a reservation, manage apprenticeships and your funding and claim any incentives if eligible.

You'll need:

- an email address you have access to
- the Government Gateway login for your organisation (or you can use the accounts office reference number and employer PAYE scheme reference number)
- authority to add PAYE schemes to the account
- authority to accept the employer agreement on behalf of your organisation

You'll be asked to:

- create an account
- add a PAYE scheme on behalf of your organisation
- accept the employer agreement with the ESFA

You can then:

- visit the finance section of your apprenticeship service account to give Somerset Skills & Learning permission to support and administer the account for you
- let us know you have completed initial registration

We will:

- select an appropriate apprenticeship scheme to meet your needs
- reserve funding for a future start of up to 3-months from registration
- work with you to agree the full programme, start date, training arrangements

The full guide – 'Apprenticeships – How it Works' is available here: <https://bit.ly/3gtI7ps>

If you need any support in setting up your account, please contact your SS&L Account Manager.

Troubleshooting guide

If you have difficulties after setting the account up and receive a message stating you have insufficient account privileges:

Check the following:

- Have you signed the ESFA Agreement?
- Have you correctly added a PAYE Scheme?
- By checking the 'Your Team' section, what permissions are there next to your name? – you should have the following:
- Accept agreements, view information and manage PAYE schemes, organisations, apprentices and team members
- Have you tried using a different Internet Browser? Google Chrome is recommended by ESFA

If all this appears correct please close down your entire internet browser, then load up a new blank one. You should then clear Cache and Cookies. The details of how to do this for both Google Chrome and Internet Explorer below:

Chrome:

- Press Ctrl+H which will take you straight to 'History'.
- Select 'Clear Browsing Data' which will take you to a separate window.
- Select 'Advanced' instead of 'Basic'
- Select 'All Time' in the Time Range box.
- Ensure all boxes are ticked. You do not need to select the Passwords and Sign In Data box here.
- Select 'Clear Data'.

Internet Explorer:

- Select the 'cog' icon at the top-right corner of the screen.
- Select 'Internet options' which is the second from bottom option.
- Press 'delete' under 'Browsing history' section.
- Tick all of the boxes such as 'Cookies and website data,' and press 'delete'.
- Then select 'delete' again at the bottom.

If the error persists, then you will need to complete the below template and screen shot an un-doctored screenshot of the error message:

Browser Type:

Browser Version:

Operating System:

Site URL:

Time of error:

All internet history cleared (cache, cookies, etc): Yes/No

Are other users on the same account experiencing this issue:

Screenshot attached:

Please send this to: helpdesk@manage-apprenticeships.service.gov.uk