



## K10 Frequently Asked Questions (FAQs)

### 1) How does my annual leave work?

*Each Apprentice earns 0.5 day's (half of a day) worth of annual leave for each full week worked. Your annual leave pay is based on the average hours that you've worked for the past 12 weeks. You can calculate how much annual leave you have available by checking your most recent payslip, there will be a number towards the bottom left hand part of the payslip that will say 'annual leave due'. You need to divide this by 0.2, the answer will provide you with your remaining annual leave allowance.*

*For example: if you have 0.81 days on the annual leave due section of your payslip you will have just over 4 days of annual leave.*

### 2) How do I book annual leave?

*In order for your annual leave to be booked in by K10, you **MUST** inform your site supervisor of your holiday dates and get to authorise it first. If your supervisor agrees the dates with you, then you **MUST EMAIL** the dates to your Apprenticeship Manager (AM) and confirm that your supervisor has given the annual leave the all clear. Without the confirmation email, K10 will not book the holiday dates in.*

### 3) If I want to refer a friend, what should I do? Do I get anything for helping K10?

*K10 have a very successful referral scheme in place which allows current apprentices to refer over friends or family with a reward of £200 per successful referral. Simply email your AM the details of the person you're referring, the details we need are as follows;*

***Name, Age, Resident Borough, Trade, How You Know Them.***

*Please note, only referrals that stay at K10 for a minimum of 3 months will allow the £200 referral fee to be released, anything below that period of time will not count as a successful referral. Your original email will act as proof of your referral so it's important that you send this at the very start.*

### 4) When is the deadline for me to submit my timesheet?

*The deadline for timesheet submissions is **Monday 5:00pm**. Any timesheets submitted after this time will not be processed until the following week. If you submit an online timesheet within the deadline but your approver does not approve them until after the deadline, don't worry, you will still be paid the same week. You are able to submit a timesheet on Fridays so please do so as this gives your site managers ample time to sign the timesheet off.*

### 5) What happens if I don't receive my payslip on a Thursday?

*Payslips are emailed to apprentices by K10's external accountant, Andrew Knight. The only times you will not receive a payslip is if you have not submitted your timesheet within the deadline (As mentioned in question 4) - or if your approver hasn't approved your hours yet. If it is a matter of*



*the approval coming through late, don't panic.....your payslip will come through to you on Friday and your payment will go through as an 'additional payment' on Friday afternoon between 4:00pm – 5:00pm. Please note, the 'additional payments' that K10 make are only for timesheets that are approved late, **not** for timesheets submitted late.*

6) How do I get reimbursed for the tools that I've purchased?

*If you are an apprentice working 'on the tools', then you are eligible for a £200 tool allowance. Simply purchase the tools you need and send your AM the receipts. Receipts and completed disclaimer forms can be sent to K10 via email or whatsapp to your AM, similarly to your timesheet if you send the receipts past the Monday 5:00pm deadline then the reimbursement will not be processed until the following week.*

7) Who is my actual employer?

*K10 Apprenticeships Ltd is your employer. The contractor you work with on site is classed as your 'host employer', but both your apprenticeship agreement and PAYE contract are with K10 and we are the ones who pay your wages on a weekly basis.*

8) How does college pay work?

*For most of the colleges we work with, a register is sent directly to K10 to inform us of the hours our apprentices spent at college the previous week. K10 base the college pay on these hours provided, so if there are any mistakes or missing hours in your pay it is only down to the college not providing the correct information. If you do see a mistake in your payslip, please phone or message your AM and they will chase it up for you. Please remember that we are just basing your pay on what we are given by the college, phoning up your AM and being aggressive is not going to help the situation.*

9) What happens if my CSCS card is going to expire?

*Your CSCS card is your responsibility. If you know your card is going to expire in the next 6 weeks, contact your AM and K10 will organise for the renewal of your card. Without an in-date card you cannot work on site, so it's important you check your card on a regular basis.*

10) When will I enrol at college?

*K10 allow each apprentice to work on site for around 4-6 weeks before organising a college enrolment as this allows the apprentice to settle on site and get used to their respective job role before starting their college work. If there are any concerns raised by the contractor during this period, the college enrolment will be delayed until all parties are confident that the enrolment should go ahead.*