


Q&A

Apprenticeship Orientation Division



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1. What is the "Apprenticeship Orientation division"?

The Orientation - Apprenticeship division fulfils a public service mission. It is responsible for promoting apprenticeship and work-study programmes among young people and companies falling within the field of competence of the St Martin Chamber.

The aim is to provide personalized advice to companies on apprenticeship training schemes.

Inform young people about the trades and training available through apprenticeships.

Raise awareness of incentives for apprenticeship.

Support recruiters in their administrative procedures.

The apprenticeship-orientation divisions implement their public service mission of guidance and their actions in favor of learning in application of the Labor Code Article L6211-4 and the Education Code.

2. What are the missions of the apprenticeship orientation division?

INFORM about trades and work-study training

The apprenticeship-orientation division welcomes and informs companies and individuals on lifelong orientation guidance on work-study programs. It provides complete information on trades and trainings offer.

For companies, the apprenticeship-orientation division :

- Provides information on the mechanisms for helping a young person or a work-study student to discover professions (immersion, etc.) and on the different types of work-study contracts.
- Raises awareness of the reception of young people in work-study programs, public in professional immersion or retraining and invites them to participate in events promoting trades and sectors.
- Provides brochures, information guides, technical data sheets... on work-study contracts and trainings.

For individuals, through individual or collective sessions, the apprenticeship-orientation division:

- Provides specific documents such as guides, brochures, technical sheets on work-study contracts, prepared trades, and training
- Intervenes in learning fairs, forums, schools...
- Promotes the discovery of companies and trades through the organization of visits and the visa of observation period agreement in a professional environment (mini-internship).

This information mission can be conducted at the initiative of the apprenticeship-orientation division or at the request of one of its partners.

GUIDING individuals and ADVISING companies

The apprenticeship-orientation division guides the individual by:

- Support in decision-making according to his interests (guidance assistance software, mini-internships discovery of trades ...)

The apprenticeship-orientation division advises the company by:

- Support and advice for the recruitment of work-study students, and throughout the life of the contract by ensuring the good understanding of the regulations of apprenticeship.
- Connecting companies, young people, and CFAs

ENSURE the security of apprenticeship courses and contracts

- Mediation
- Control of educational methods

3. Focus on the mediation of apprenticeship

What is mediation in apprenticeship?

Mediation is a structured, voluntary, and cooperative process of dispute prevention and amicable resolution that relies on the responsibility and autonomy of the participants. It involves a duly trained, independent, neutral and impartial third-party mediator. The Consular Chambers are competent to intervene in matters of apprenticeship, for all disputes relating to the execution or termination of the contract (salary, working time, personal conflict ...). As a communication facilitator, without decision-making power, or a role of technical expertise or advice, the mediator promotes dialogue and relationship, in particular through confidential interviews and meetings. It does not intervene on teaching methods issues (programs, diplomas, change of training ...).

Freedom of the parties: Each party is free to enter mediation, but also to leave at any time. The parties must be able to decide freely.

Neutrality : The mediator is neutral. He must not position himself or give his opinion. He actively and fairly helps the parties to listen to each other, talk to each other, understand each other, explore possible ways of understanding, build their agreement, partial or global.

Impartiality and independence : The mediator must not have a community of interest with one of the parties and must preserve the independence inherent in his function. His role is neither to judge nor to arbitrate.

Confidentiality : All parties must respect the confidentiality of exchanges.

The principles of mediation

For whom? The signatory parties to the contract, namely the employer or apprentice. If the apprentice is a minor, the mediator may be referred to the matter by the apprentice's legal guardian. The CFA or the apprentice may also refer the matter to the mediator when the apprentice is permanently excluded from the CFA (Art. L6222-18-1 Labour Code).

When? At any time when a dispute exists between the parties, about the performance or termination of the contract (Art. L6222-39 Labour Code).

Obligatorily in the event of a desire for unilateral termination at the initiative of the apprentice (resignation - Art. L6222-18 Labour Code).

In case of permanent exclusion of the apprentice from the CFA (Art. L6222-18-1 Labor Code).

4. Focus on the mini discovery internship in a company

Objectives : To give the opportunity to "discover the company and the professions" on short-term discovery internships to:

- young people from the last two levels of Junior High School (4ème & 3ème) or high school students during the school holidays,
- students in higher education, outside the weeks reserved for courses and knowledge control.

These observation internships in a professional environment allow, in the context of work situations, to know a profession, the activities it covers and the professional environment in which it is practiced.

Which reception structure?

- company,
- administration,
- association,
- Public administration (State, collectivité, etc.)

The internship lasts from one to five days. The period in the company takes place:

- during the school holidays for young people of the last two levels of education of Junior High School (4ème and 3ème) or high school students (see decrees fixing the school calendar),
- outside the weeks reserved for courses and knowledge control for students of higher education.

An internship agreement, defining the missions and working conditions must be signed between the host company and the young person (and his legal representative if applicable). A model agreement and the conditions for the insurance of young people and the company have been defined at national level.

The CCISM facilitates the deployment of the device. It informs, accompanies and secures the agreement by ensuring that the parties have read the rules applicable to this mini-internship (including insurance).

The CCI is not legally committed even though it signs to the agreement. The internship agreement only binds the two parties, the young person and the company (legal representative, if necessary, in case of minor).

5. Where can I find information about apprenticeship and mediation and how to contact us?

The alternation portal: www.alternance.emploi.gouv.fr

CCI Saint-Martin website: www.ccism.fr

Point of contact of the apprenticeship-orientation division and apprenticeship mediator:

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