



# ESTD

## Apprenticeship Prospectus



# Did you know the Apprenticeship Levy covers 100% of the course cost for both **new AND** **existing** **employees..?**

## **Don't pay into an Apprenticeship Levy?**

*From April 1st, 2024, the  
government will provide full  
funding for individuals aged  
16 to 21 years old!*

*Individuals aged over 21 at  
enrolment can receive 95%  
funding, or employers have the  
option to apply for funding to  
cover 100% of the cost!*



# WELCOME

Established in 2015, Education & Skills Training & Development collaborate with schools, councils, trusts, and small businesses throughout England to provide 16 specialised apprenticeships.

Our approach involves crafting each apprenticeship to align with the unique needs and specifications of both our learners and employers.

We are thrilled you're considering studying with us and are here to support you throughout your educational journey.

Our expert tutors provide hands-on assistance to ensure your success. Together, let's unlock your potential and achieve your desired qualifications.



# WHY CHOOSE ESTD?

- ✓ **UTILISATION OF ONEFILE**
- ✓ **EXPERIENCED AND QUALIFIED TUTORS**
- ✓ **FLEXIBLE ENROLMENT AND DELIVERY**
- ✓ **IMPRESSIVE SUCCESS RATES**

OneFile makes portfolio building easy for apprentices by allowing them to quickly upload their work and receive feedback without having to wait for in-person visits. It provides accessible progress tracking for both employers and apprentices.

Our team of experienced tutors customises qualifications to suit your workplace and tailors apprenticeship programs for successful and minimally disruptive delivery. We offer face-to-face, online, or blended options.

We take pride in supporting learners to achieve their full potential by providing necessary resources and one-to-one support throughout their qualification journey.



# SCHOOL & EDUCATION

**LET'S EXPLORE THE  
COURSES THAT ARE  
AVAILABLE, USING  
APPRENTICESHIP  
FUNDING, TO DEVELOP  
THE SKILLS OF NEW  
& CURRENT EMPLOYEES**



**PLEASE CLICK ON THE COURSE TITLES TO VIEW THE FULL  
INFORMATION OF THE APPRENTICESHIP STANDARD.**

**BRAND NEW  
APPRENTICESHIP!**

# SCHOOL & EDUCATION

## **LEVEL 3 SAFEGUARDING SUPPORT OFFICER**

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 417
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

This apprenticeship provides specialised training for individuals dedicated to safeguarding vulnerable individuals across various sectors, including education, healthcare, social services, and community organisations.

The role focuses on assessing risk, implementing preventative measures, and ensuring the welfare of children, young people, and adults facing different vulnerabilities. Key areas of knowledge include a thorough understanding of legislation, policies, and protocols.

Apprentices also develop expertise in recognising signs of harm or abuse and understanding the reporting channels for safeguarding concerns. A crucial aspect of the role is collaborating with professionals such as social workers, healthcare providers, and educators to ensure that all parties are well-informed and coordinated in supporting those at risk.

Through structured training, apprentices learn to conduct risk assessments, build rapport with vulnerable individuals, and maintain accurate records, often dealing with confidential and sensitive information. Core skills developed include effective communication, empathy, problem-solving, and resilience, all vital for responding to complex safeguarding situations. Additionally, apprentices learn how to raise public awareness about safeguarding, providing guidance on staying safe and preventing harm.

Upon successful completion, safeguarding support officers can seek positions in a variety of settings, often working under the guidance of senior safeguarding staff. This qualification serves as a foundational step for further career development within safeguarding and welfare roles, meeting industry standards and building a workforce ready to foster safer communities.



# SCHOOL & EDUCATION

## **LEVEL 4** **SCHOOL BUSINESS** **PROFESSIONAL (SBP)**

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £6,000
- **Off-the-job time:** 417
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

Undertaking a Level 4 School Business Professional apprenticeship offers countless reasons for individuals aspiring to excel in the field of education administration. This apprenticeship provides a comprehensive and specialised curriculum designed to equip apprentices with the knowledge, skills, and expertise necessary to effectively manage the operational and administrative functions within educational institutions. From financial management and resource allocation to personnel oversight and strategic planning, apprentices gain hands-on experience and practical insights into the multifaceted role of a school business professional.

This apprenticeship journey fosters personal and professional growth, nurturing essential qualities such as adaptability, problem-solving, and leadership while empowering individuals to make a meaningful impact on the educational community and school operations.

Overall, a Level 4 School Business Professional apprenticeship not only offers a pathway to a rewarding and fulfilling career but also equips individuals with the tools and expertise to drive positive change and innovation within educational settings.

### **Professional body alignment**

- *Candidates will be eligible to become a Full Member of the Institute of School Business Leadership (ISBL - formerly National Association of School Business Management) upon successful completion of the apprenticeship.*





# SCHOOL & EDUCATION

## **LEVEL 6** **CAREER DEVELOPMENT** **PROFESSIONAL (CDP)**



- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £9,000
- **Off-the-job time:** 556
- **Delivery:** Remote delivery via online session with observations carried out remotely or by a qualified practitioner.

Enrolling on a Level 6 Careers Development Professional apprenticeship presents a wealth of compelling reasons for individuals passionate about guiding others toward fulfilling career paths. This apprenticeship delves deep into the intricacies of career development, equipping apprentices with advanced knowledge and skills necessary to support individuals in navigating the complexities of the job market and achieving their professional aspirations.

From career counselling and vocational guidance to skills assessment and job placement strategies, apprentices gain invaluable experience in facilitating meaningful career transitions and fostering lifelong employability. Additionally, completing this apprenticeship leads to a prestigious qualification, enhancing credibility and opening doors to diverse career opportunities within the career development field. Moreover, the apprenticeship journey fosters personal growth, honing essential qualities such as empathy, communication, and cultural competence, while empowering individuals to make a positive impact on the lives and livelihoods of others. Overall, a Level 6 Careers Development Professional apprenticeship offers a pathway to a rewarding and impactful career dedicated to empowering individuals to thrive in their chosen vocations.

### **Typical job titles include:**

- IAG Advisor
- Career Leader
- Career Coach / Coach
- Career Co-ordinator
- Senior Employability Advisor





# ***NO DAY RELEASE!***

Hours are recorded through a variety of learning experiences **IN** their working environment!

Learners will need time each week to focus on their written work, but the time **YOU** invest in your apprentices count!

Shadowing & mentoring activities **CAN** be recorded towards your Apprentices' learning hours.

***More information on these hours, and what activities can be recorded as 'learning time' can be found further on in the prospectus.***



# INTRODUCING... REMOTE DELIVERY

*Our Teaching Assistant Apprenticeships are now offered as remote qualifications, featuring 3-4 observations conducted in schools.*

*Apprentices have the opportunity to craft their own learning journeys by choosing from a variety of teaching sessions each month, with times and dates selected by the school and learner for added flexibility!*



**PLEASE CLICK ON THE COURSE TITLES TO VIEW THE FULL INFORMATION OF THE APPRENTICESHIP STANDARD.**

BRAND NEW  
APPRENTICESHIP!

## SCHOOL & EDUCATION

### **LEVEL 5 SPECIALIST TEACHING ASSISTANT**



- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £12,000
- **Off-the-job time:** 556
- **Remote Delivery:** Online sessions with 3-4 school-based observations.
- **Entry Requirements:** Must work in KS1/KS2 and work towards the National Curriculum, Must already have a Level 3 Childcare Qualification e.g. L3 TA/ L3 EYE

The Level 5 STA will equip your team with advanced skills to make a difference across diverse educational settings, with three specialist pathways available:

1. *Level 5 **SEND Specialist Teaching Assistant***
2. *Level 5 **Curriculum Specialist Teaching Assistant***
3. *Level 5 **Social & Emotional Wellbeing Specialist***

Specialist Teaching Assistants play a vital role in primary and secondary schools, special schools, and further education institutions. By collaborating closely with teachers, they help foster individual growth, inspire progress, and deliver personalised learning support to students of all ages. Their expertise cultivates an inclusive environment where every learner feels a sense of belonging.

#### **Key benefits of employing Specialist Teaching Assistants in your school include:**

- Enhanced support for students with SEND and social/emotional needs
- Specialised interventions in early reading, early maths, and other areas
- Ability to plan, and adjust learning activities using evidence-based approaches
- Effective collaboration with professionals to provide support for each learner

By supporting your staff in advancing their skills, you enable them to meet the needs of all learners, fostering expertise in areas that truly make a difference.

ASK US ABOUT  
HOW YOU CAN  
ADD ON  
LEVEL 4 HLTA



Call us: 01302 802220

Email us: [enquiry@education-and-skills-td.co.uk](mailto:enquiry@education-and-skills-td.co.uk)

# SCHOOL & EDUCATION

## **LEVEL 3** **TEACHING ASSISTANT**

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 417
- **Remote Delivery:** Online sessions with 3-4 school-based observations.

This qualification provides a thorough understanding of knowledge and competencies essential for engaging with children or young people in various educational settings.

It covers aspects such as classroom support, assessment strategies, bilingual and special needs support, and personal development.

Our teaching assistant apprenticeship offers hands-on learning in classroom environments under experienced educators, fostering essential skills for effective student support.

The structured program ensures comprehensive training in classroom management, student engagement, and teaching strategies, combining theoretical learning with practical experience.

In essence, the Teaching Assistant Apprenticeship offers a dynamic learning experience, equipping individuals with the skills and knowledge for success in education and a positive impact on students' lives.



# SCHOOL & EDUCATION

## LEVEL 3 TEACHING ASSISTANT WITH HLTA

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 417
- **Remote Delivery:** Online sessions with 3-4 school-based observations.

ASK US ABOUT  
THE COMMERCIAL  
OPTION FOR THE  
LEVEL 4 HLTA!

Our Level 3 Teaching Assistant with Higher Level Teaching Assistant (HLTA) apprenticeship is the perfect qualification for someone looking to advance their career in education.

Completing this qualification offers numerous benefits. It provides an opportunity to deepen understanding and enhance skills in supporting teaching and learning, equipping individuals with advanced pedagogical knowledge and expertise.

This apprenticeship covers a wide range of topics, including curriculum development, assessment strategies, behaviour management techniques, and differentiated instruction, empowering individuals to effectively assist teachers in delivering high-quality education tailored to diverse student needs.

Additionally, this qualification signifies a commitment to ongoing professional development and excellence in educational practice, fostering confidence and credibility among colleagues, students, and parents alike.

Overall, completing this qualification not only enriches individuals' skills and knowledge but also positions them as valued contributors to the educational community, driving positive outcomes for students and schools alike.



# SCHOOL & EDUCATION

## **LEVEL 3** **TEACHING ASSISTANT** **WITH A FOCUS ON SEN**

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 417
- **Remote Delivery:** Online sessions with 3-4 school-based observations.

We understand that teaching assistants are integral members of educational settings, spanning primary, special, and secondary education, supporting students across all age ranges, including those with special educational needs (SEN) and emotional vulnerabilities. That is why we have introduced a new pathway for the Level 3 Teaching Assistant qualification.

Our apprenticeship will equip individuals with the knowledge, skills, and behaviours to support class teachers in enhancing learning experiences.

In addition to the teaching assistant scheme of work, we will include an additional unit of special educational needs to ensure integration and support for children with diverse learning needs, focusing on cognitive learning, communication, sensory and physical needs, and mental well-being.

Through collaboration and understanding, this qualification will enable individuals to play a vital role in ensuring equitable access to education and support for all students, contributing to their holistic development and fostering inclusive learning environments.





- ***Flexible enrolment dates***
- ***Full funding***
- ***NO day release***

There has never been a better time to invest in your teams professional development!



**PLEASE CLICK ON THE COURSE TITLES TO VIEW THE FULL INFORMATION OF THE APPRENTICESHIP STANDARD.**



# SCHOOL & EDUCATION

## **LEVEL 2** **PLAYWORKER**

- **Duration:** 15 months + 3-month End Point Assessment
- **Course value:** £5,000
- **Off-the-job time:** 348
- **Delivery:** Remote delivery with reviews and support
- sessions every 4-6 weeks

Enrolling in a Level 2 Playworker apprenticeship offers a compelling opportunity for individuals passionate about fostering child development and well-being through play. This apprenticeship provides a comprehensive framework for gaining practical skills and knowledge essential for supporting children's play activities in various settings.

Our learners will learn about the importance of play in promoting physical, social, and emotional development, as well as techniques for creating safe and stimulating play environments. By completing this apprenticeship, individuals develop a deep understanding of child-centred approaches and learn how to effectively engage with children of different ages and abilities.

Moreover, a Level 2 Playworker apprenticeship serves as a valuable stepping stone for those considering a career in childcare or education, providing hands-on experience and a nationally recognised qualification.

Overall, enrolling in this apprenticeship not only equips individuals with the skills to positively impact children's lives but also opens doors to fulfilling career opportunities in the field of play work.



Visit our website: <https://education-and-skills-td.com/>

# SCHOOL & EDUCATION

## **LEVEL 3**

## **LEARNING & SKILLS ASSESSOR**

- **Duration:** 15 months + 3-month End Point Assessment
- **Course value:** £5,000
- **Off-the-job time:** 348
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

This qualification will give you the understanding, knowledge, and skills to be able to assess vocational learners, usually on a one-to-one basis, in a range of learning environments.

The broad purpose of this occupation is to assess candidates against agreed standards of competence using a range of assessment methods.

In daily work, a learning and skills assessor will interact with learners, quality assurance practitioners, teaching and delivering professionals and other relevant stakeholders where necessary.



## Mentoring

‘We made an initial enquiry with Education and Skills Training & Development and found the entire team to be helpful and quick to reply to our initial questions and queries.

The Education and Skills Training & Development team are experts in the apprenticeship field, and it is because of this, that we have decided to sign up another apprentice with them very shortly.’

**SCHOOL BUSINESS MANAGER  
ANSTEY FIRST SCHOOL  
HERTFORDSHIRE COUNTY COUNCIL**



# CHILDCARE ALTERNATIVE PROVISION



Why not join our mission to reduce the number of NEET (*Not in Education, Employment, or Training*) young people by providing a valuable learning experience for those not moving on to Sixth Form or College?

Explore our program offering Level 1 and Level 2 childcare qualifications tailored for students aged 16-18 who are re-sitting their GCSEs in Maths and English. Ideal for those without a clear path to sixth form, college, or employment, our successful program has been implemented in a Derby school for several years now with amazing results.

Upon completion, each student attains a Level 1 in Child Development and a Level 2 Diploma for the Early Years Practitioner. All students engage in a practical work placement component to receive some hands-on experience.

For further details, contact us to schedule a meeting with our dedicated Project Leader.

## CHILDCARE ALTERNATIVE PROVISION TESTIMONIAL

'The Bemrose School has offered the bespoke Early Years programme since 2019. This course was originally offered as a Level 1 course for vulnerable learners at age sixteen. It offered them an Early Years qualification alongside English and maths GCSE. We extended this to offer a step-up course in Year 2 towards a Level 2 qualification. The impact of this offer on the groups of students has been positive and wide both academically and also in terms of the learner's personal development.

**To date, we have had 100% completion at Level 1 & Level 2. All learners have improved their English or maths grades or in 75% of cases both grades.**

The rate of those entering Employment, Education, or Training following the course is 93%. These statistics speak for themselves but there are wider gains. We see young people mature and become more rounded and balanced individuals. Their aspirations are raised and as they approach eighteen, they make more mature life choices. A case in question is a young person who was on the course secured their GCSE English and maths, progressing onto an Apprenticeship in Supporting Teaching and Learning, and is now employed in our school as a fully paid Teaching Assistant. This career move would not have been possible for this young person, without the access and support the course offered. There are many other successes. As a result, this is a firm part of the school's post-sixteen offer with 12 places available annually at L1 and the same at L2. These places are filled.

**As the Executive Headteacher, would recommend this offer, as a route to provide pupils with a vocation whilst also enhancing their core skills into adulthood.'**

**NEIL WILKINSON  
EXECUTIVE HEAD TEACHER  
BEMROSE SCHOOL, DERBY**



# RECORDING

OFF THE JOB

## TRAINING HOURS/ LEARNING TIME

### SAY HELLO TO APPRENTICESHIP TRAINING WITHOUT A DAY RELEASE!

Traditionally, apprenticeships demand a day release every week, but not with Education & Skills.

We prefer the phrase 'learning time'. While in training, learners can record times when they are expanding their understanding and mastering new skills, so make sure to document it! Learners will also record the time you allocate them for completing their written assignments and participating in their scheduled online teaching sessions.

**For further information, refer to the details on off-the-job training in the funding regulations by clicking [HERE](#).**

Off the job training time CAN include:

- Employer induction (for new staff or job role changes)
- Roleplaying an activity
- Researching
- Simulation exercises
- Industry visits
- Lectures/seminars
- Teaching sessions
- Additional support sessions with your Tutor.
- Shadowing in the workplace
- Mentoring in the workplace
- Training sessions.
- Team meetings (*where relevant training is carried out.*)
- Time spent completing written work and assignments.
- Observing other year groups/ different teachers & teaching styles.
- Contracted staff training/Inset days.
- Online learning and distance learning (webinars, presentations & CPD training/mini-courses.)
- Mock assignments (*in preparation for EPA*).

Off-the-job training does NOT include:

- Maths and English support.
- Progress reviews and assessment planning with the assessor.
- Training that occurs outside the apprentices' paid working hours

# DID YOU KNOW..?

***Non-levy payers are eligible to receive 95% funding for Apprenticeship Training, with only a 5% contribution fee required.***

Some may also be eligible to request a levy transfer, ensuring that the entire course cost is fully covered at 100%.





# FULL & RELEVANT EARLY YEARS

**ALL OUR EYFS  
QUALIFICATIONS ARE  
FEATURED ON THE  
FULL & RELEVANT LIST,  
ENSURING THAT YOUR  
PRACTITIONERS' TRAINING  
MEETS THE REQUIREMENTS  
OF THE SECTOR.**

LET'S TAKE A LOOK AT  
THE APPRENTICESHIP  
OPTIONS FOR THOSE  
WORKING WITH  
YOUNG CHILDREN..!



**PLEASE CLICK ON THE COURSE TITLES TO VIEW THE FULL  
INFORMATION OF THE APPRENTICESHIP STANDARD.**

# FULL & RELEVANT EARLY YEARS

## **LEVEL 2** **EARLY YEARS** **PRACTITIONER**

- **Duration:** 13 months + 3-month End Point Assessment
- **Course value:** £4,000
- **Off-the-job time:** 302
- **Delivery:** Online delivery with observations carried out in the workplace

Enrolling on a Level 2 Early Years Practitioner apprenticeship presents a wealth of advantages for individuals aspiring to build a fulfilling career in childcare and early education. This qualification aims to provide learners with the knowledge and understanding of babies and young children from birth to 7 years of age with applied knowledge in the early years, 0-5 years. This apprenticeship offers a structured pathway for individuals to gain practical experience and foundational knowledge essential for working effectively with young children.

Through hands-on training and mentorship from experienced professionals, apprentices develop a deep understanding of child development, learning techniques, and best practices in early years education. Additionally, the apprenticeship provides opportunities for personal and professional growth, nurturing essential skills such as communication, empathy, and adaptability.

Overall, this apprenticeship journey empowers individuals to make a positive difference in the lives of children and families while laying a solid foundation for their future career aspirations in early childhood education.



**Visit our website:** <https://education-and-skills-td.com/>

# FULL & RELEVANT EARLY YEARS

## **LEVEL 3**

## **EARLY YEARS EDUCATOR**



- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 417
- **Delivery:** Online delivery with observations carried out in the workplace
- **Full & Relevant for EYFS staff:child ratios.**

Early Years Educators play a key role in ensuring that young children learn and develop well and are kept healthy and safe.

Our apprenticeship offers a multitude of advantages for individuals seeking to excel in the field of early childhood education. This apprenticeship provides a comprehensive and in-depth understanding of child development, pedagogical practices, and educational theories, equipping apprentices with the knowledge and skills necessary to support young learners' holistic development effectively.

Through practical experience and mentorship, apprentices gain invaluable insights into creating nurturing and stimulating learning environments tailored to children's needs and abilities.

Beyond professional advancement, this apprenticeship journey fosters personal growth, nurturing essential qualities such as empathy, patience, and resilience, while positively empowering individuals on the lives of children and families.

Ultimately, the Level 3 Early Years Educator Apprenticeship serves as a transformative journey, shaping individuals into skilled and compassionate educators poised for success in the dynamic field of early childhood education.



# FULL & RELEVANT EARLY YEARS

## **LEVEL 3** **EARLY YEARS EDUCATOR** **WITH SEN FOCUS**



- **Duration:** 20 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 464
- **Delivery:** Online delivery with observations carried out at the workplace
- **Full & Relevant for EYFS staff:child ratios.**

The Level 3 Early Years Educator with Special Education Needs (SEN) apprenticeship offers individuals a comprehensive foundation for excelling in childcare and early education roles, emphasising supporting children with additional needs by providing extensive training in child development, pedagogical practices, and health and safety regulations. Individuals gain practical experience in implementing the Early Years Foundation Stage (EYFS) requirements set by the government, including fostering secure attachments, facilitating language and numeracy skills development, and planning tailored activities to meet individual children's needs and interests. Additionally, apprentices learn essential behaviours such as care and compassion, teamwork, and commitment to improving children's outcomes, while promoting equality, diversity, and inclusion.

This apprenticeship equips individuals with the skills, knowledge, and certifications necessary to excel in the dynamic field of early childhood education with recognition as a SEN practitioner. Through a combination of theoretical learning, practical training, and ongoing professional development, apprentices emerge as competent and compassionate educators dedicated to providing high-quality care and education for children from birth to 5 years old, ensuring their holistic development and well-being.



**Visit our website:** <https://education-and-skills-td.com/>

# Working with Babies

The learner will need experience with babies aged 0-2 years old.

If the learner works solely in a setting for 3-8 year-olds and **does not** have access to babies in the setting, they can cover the knowledge of the Knowledge Skills and Behaviours (KSBs) and criteria covering the full 0-8 range via some taught sessions.



# FULL & RELEVANT EARLY YEARS

## **LEVEL 5** **EARLY YEARS** **LEAD PRACTITIONER**

- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 417
- **Delivery:** Online delivery with observations carried out in the workplace

The aim of the Level 5 Early Years Lead Practitioner apprenticeship is to support leadership and management skills in the early years sector. This apprenticeship offers a comprehensive and specialised curriculum designed to deepen understanding and refine skills necessary for effective leadership and practice within early years settings. Apprentices will delve into advanced topics such as child development theories, pedagogical approaches, and strategies for inclusive practice, equipping them with the knowledge and confidence to lead teams and drive positive outcomes for children's learning and development.

Additionally, the apprenticeship provides opportunities for practical application and reflection, allowing apprentices to refine their leadership style and decision-making processes in real-world scenarios. Completing this apprenticeship not only leads to a nationally recognised qualification but also enhances career prospects, opening doors to leadership positions such as nursery manager, early years consultant, or senior practitioner.

Furthermore, apprentices will benefit from mentorship and support from experienced professionals, facilitating their professional growth and development. Overall, this apprenticeship journey empowers individuals to become effective leaders in the early years sector, driving excellence in practice and making a lasting impact on the lives of young children and families.



‘Our aim is to raise the quality and quantity of apprenticeships in South Yorkshire, to achieve this we need to form strong partnerships with regional training providers.

The South Yorkshire Apprenticeship Hub has formed a strong partnership with Education and Skills, to support employers in the region to access and maximise the impact of employing an apprentice.

Working together, we have not only supported several local businesses to access high-quality apprenticeship training but also maximised the funding available via the South Yorkshire Mayoral Combined Authorities Levy Matchmaking Scheme, enabling these employers to access the training at no cost.

Our work with Education and Skills has helped several employers upskill their workforce, leading to better outcomes for their business, their employers and customers.’

**KEITH RICHARDSON**  
**SOUTH YORKSHIRE APPRENTICESHIP**  
**HUB MANAGER**

“We came across Education and Skills Training & Development several times and had heard of their excellent reputation in the training industry. To appoint them to work with us was a very easy decision.

The tutors have been great with both Emma and Caroline, very supportive and brings industry experience to the table. Emma and Caroline are now partway through their apprenticeship and are both enjoying it.”

**COPMANTHORPE CHILDCARE CENTRE**





# GENERIC QUALIFICATIONS

OUR RANGE OF  
'GENERIC QUALIFICATIONS'  
INCLUDE APPRENTICESHIP  
CHOICES ACROSS A RANGE  
OF SECTORS, SUCH AS:  
**CUSTOMER SERVICE,  
MANAGEMENT,  
& ADMINISTRATION**



PLEASE CLICK ON THE COURSE TITLES TO VIEW THE FULL  
INFORMATION OF THE APPRENTICESHIP STANDARD.

EDUCATION AND SKILLS ARE  
SPECIALISTS IN DELIVERING  
**ADULT APPRENTICESHIPS,**  
TO PROFESSIONALS,  
WORKING WITHIN THE  
EDUCATION SECTOR!



# GENERIC QUALIFICATIONS

## **LEVEL 2** **CUSTOMER SERVICE**



- **Duration:** 12 months + 3-month End Point Assessment
- **Course value:** £3,500
- **Off-the-job time:** 348
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

Our Level 2 Customer Service apprenticeship is designed for individuals working in or aspiring to enter the customer service sector across various industries. It encompasses the skills and knowledge necessary to excel as a customer service practitioner, applicable to diverse contexts.

The primary role of a customer service practitioner is to ensure the delivery of high-quality products and services to their organisation's clientele. Core responsibilities include providing exceptional customer service, whether in person, digitally, or through outreach efforts. This entails handling various interactions such as orders, handling payments, offering advice, and resolving issues to enhance customer satisfaction.

Your performance significantly impacts the customer experience, necessitating excellent customer service skills, product knowledge, and adherence to organisational standards and regulatory requirements.

Interactions with customers may occur through multiple channels, including face-to-face, telephone, email, and social media, emphasising the importance of versatility in communication methods.

# GENERIC QUALIFICATIONS

## **LEVEL 3** **CUSTOMER SERVICE**



- **Duration:** 15 months + 3-month End Point Assessment
- **Course value:** £4000
- **Off-the-job time:** 417
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

Engaging in a Level 3 Customer Service qualification presents an appealing prospect for individuals aspiring to elevate their careers within the dynamic realm of customer service. This apprenticeship equips learners with essential competencies and insights crucial for delivering outstanding customer experiences across diverse industries and settings.

By completing this program, participants develop a thorough grasp of customer behaviour dynamics, effective communication methodologies, and adept problem-solving skills, thereby amplifying their capacity to meet and surpass customer expectations.

This apprenticeship provides learners with the chance to cultivate the skills and knowledge required to provide exemplary customer service across diverse industries and situations. Learners will gain insight into the factors influencing customer behaviour and strategies for fostering customer loyalty. Additionally, learners will delve into the principles of excellence in customer service, including handling challenging scenarios such as complaints and stakeholder engagement.

Overall, this qualification not only enhances professional prospects but also empowers individuals to excel in roles devoted to delivering exceptional customer satisfaction and driving sustained business prosperity.

# GENERIC QUALIFICATIONS

## **LEVEL 3**

## **TEAM LEADER / SUPERVISOR**



- **Duration:** 15 months + 3-month End Point Assessment
- **Course value:** £5,000
- **Off-the-job time:** 417
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

Our Level 3 Team Leader/Supervisor apprenticeship offers a comprehensive pathway for individuals aspiring to excel in leadership roles across various industries. This qualification has been developed in line with the latest management standards to support candidates undertaking a Level 3 Team Leader/Supervisor apprenticeship.

This apprenticeship provides a comprehensive framework for developing essential leadership skills, including effective communication, team management, and problem-solving. Our apprentices gain hands-on experience in motivating teams, delegating tasks, and driving performance improvements, equipping them with the expertise to lead with confidence and competence.

Key responsibilities are likely to include supporting, managing, and developing team members, managing projects, planning, and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Our apprenticeship journey fosters personal growth, nurturing qualities such as resilience, adaptability, and strategic thinking, while empowering individuals to make a positive impact on organisational success.

Overall, this apprenticeship offers a dynamic pathway to leadership excellence, providing the skills, knowledge, and credentials needed to thrive in leadership roles and drive organisational growth and success.

# GENERIC QUALIFICATIONS

## **LEVEL 3** **BUSINESS ADMIN**



- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £5,000
- **Off-the-job time:** 417
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

This qualification offers comprehensive training and certification in the essential knowledge and skills required for success in a business administration capacity. It encompasses a diverse range of competencies, including negotiating within a business context, overseeing office operations, and managing information systems effectively.

Business administrators possess a versatile skill set that can be applied across various sectors, from small businesses to large corporations, as well as within the public, private, and charitable sectors. Whether working independently or as part of a team, administrators are responsible for developing, implementing, and maintaining administrative services, thereby fostering their own professional growth, and paving the way for potential advancement into management roles.

The role of administration serves as a stepping stone to further career opportunities, including management positions or senior support roles.

# GENERIC QUALIFICATIONS

## **LEVEL 5** **OPERATIONS MANAGER**



- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £9,000
- **Off-the-job time:** 556
- **Delivery:** Remote delivery with reviews and support sessions every 4-6 weeks

Our Level 5 Operations Manager apprenticeship offers individuals the opportunity to advance their operations and management careers. This course provides a specialised curriculum designed to deepen understanding and refine skills in overseeing organisational operations effectively.

From strategic planning and resource management to process optimisation and performance evaluation, participants gain practical insights and hands-on experience in driving operational excellence.

Completing this course leads to a prestigious qualification, enhancing professional credibility and opening doors to diverse career opportunities in operations management.

Moreover, the course fosters personal and professional growth, nurturing essential qualities such as leadership, problem-solving, and decision-making, while empowering individuals to make a significant impact on organisational success and competitiveness.

Overall, a Level 5 Operations Manager course offers a dynamic pathway to leadership excellence, equipping participants with the knowledge, skills, and credentials needed to excel in managerial roles and drive organisational growth and innovation.



# Did you know that there is no upper-age limit for an apprenticeship?

*It is never too  
late to develop  
your skills!*





# WE CAN'T WAIT TO HEAR FROM YOU!

For more information  
you can visit our website:

<https://education-and-skills-td.com/>



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