



**Education & Skills**  
Training & Development



# EDUCATION & SKILLS

# **APPRENTICESHIP**

# **PROSPECTUS**

Register of Apprenticeship  
Training Providers  
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Funding Agency

# CONTENTS

|   |    |
|---|----|
| WHAT IS AN APPRENTICESHIP?.....         | 1  |
| FREQUENTLY ASKED QUESTIONS.....         | 2  |
| TESTIMONIALS.....                       | 3  |
| APPRENTICESHIP MYTH BUSTERS.....        | 4  |
| L2 EARLY YEARS PRACTITIONER.....        | 5  |
| L2 CUSTOMER SERVICE PRACTITIONER.....   | 6  |
| L3 CUSTOMER SERVICE SPECIALIST.....     | 7  |
| L3 TEACHING ASSISTANT.....              | 8  |
| L3 EARLY YEARS EDUCATOR.....            | 9  |
| L3 BUSINESS ADMINISTRATOR.....          | 10 |
| L3 TEAM LEADER/SUPERVISOR.....          | 11 |
| L4 SCHOOL BUSINESS PROFESSIONAL.....    | 12 |
| L5 OPERATIONS/DEPARTMENTAL MANAGER..... | 13 |
| L5 LEARNING AND SKILLS TEACHER.....     | 14 |
| WHY CHOOSE US?.....                     | 15 |



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On course pages, click the arrow for more info!



# WHAT IS AN APPRENTICESHIP?

**Hiring an apprentice is a productive and effective way for any organisation to grow talent and develop a motivated, skilled and qualified workforce. 86% of employers said apprenticeships developed skills relevant to their organisation and 78% reported improved productivity.**

Apprenticeships allow learners to combine work and study by mixing on-the-job training with classroom learning. They will be employed to do a real job while studying for a formal qualification. By the end of the apprenticeship they will have gained the skills and knowledge needed to either succeed in their chosen career or progress onto the next apprenticeship level.

What they will learn depends on the role that they are training for. However, apprentices in every role follow an approved study programme, which means they'll gain a nationally recognised qualification at the end of their apprenticeship.



## **These qualifications can include:**

- Functional Skills - GCSE level qualifications in English, Maths and ICT.
- Nationally recognised certificates - from Level 2 (comparable to five GCSEs) up to Level 5 (similar to a postgraduate degree).

They'll also be constantly developing their transferable skills, otherwise known as soft skills, which are highly valued by employers. These include communication, teamwork and problem solving, as well as knowledge of IT and its applications.



# FREQUENTLY ASKED QUESTIONS

## **Q: How will an apprenticeship impact my business?**

A: It's no secret that there is a huge skills shortage in some industries, investing in employee training will improve worker retention rates, enhance customer satisfaction and generate creativity for new product ideas. Apprenticeships are a cost-effective way to invest in building a quality workforce.

## **Q: Do many businesses take the apprenticeship route?**

A: Over 130,000 businesses across the UK currently offer Apprenticeship training, with over 20% of employers hiring more Apprentices to help them through the tough economic climate.

## **Q: If I don't spend my Levy money, will I lose it?**

A: YES!

## **Q: How long does it take to start my apprenticeship?**

A: We typically enrol learners within 1 – 2 weeks of the first contact. Our enrolment process is quick and simple.

## **Q: Do apprentices need a contract of employment?**

A: YES! All apprentices are employed and will have a contract of employment.

## **Q: How do I access my Levy money?**

A: Levy funding can be accessed via the Digital Apprenticeship Service. Employers can register for their individual digital account and payments will be deposited automatically on a monthly basis.

**If you have any questions that we haven't answered yet, get in touch! our contact details are on the final page.**





# TESTIMONIALS

## **Anstey First School:**

Anstey First school were looking for an apprenticeship provider with experience in the early years sector. Lynne Vinton, School Business Manager said: "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."

We created a dedicated training plan for their new apprentice ensuring she would receive all the relevant qualifications to work in the schools foundation unit whilst also making it flexible to fit around her current role within the school. This way the course would have maximum benefit to both apprentice and employer. We assigned one of our many amazing tutors, Tina Littleton.

Lynne Vinton concluded: "Tina has inspired confidence and is very approachable. 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 in the very near future."

## **Copmanthorpe Childcare Centre:**

Copmanthorpe had two budding apprentices but needed an apprenticeship provider that could offer extensive industry experience. Nursery Manager, Sarah McPherson explains: 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."

We created a dedicated learning plan for both new apprentices and assigned Kate Brookes, one of our highly experienced and supportive tutors. Sarah McPherson concluded: "Kate has been great with both Emma and Caroline, very supportive and brings industry experience to the table. Emma and Caroline are now part way through their apprenticeship and are both really enjoying it."

**James Hart, Education and Skills Training & Development Managing Director -  
"As a company we have and continue to really enjoy working with both Anstey First School and Copmanthorpe Childcare Centre and look forward to working with any other apprentices in the near future."**

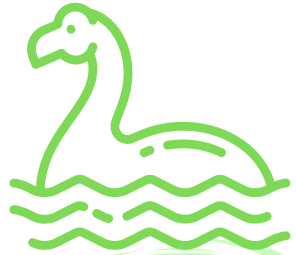
# APPRENTICESHIP MYTH BUSTER

## Apprenticeships are just for young people.

**WRONG** - Apprenticeships are available to people of all ages! This makes them a great option for anyone looking to change their career, upskills or re-enter a job role after taking some time out. The opportunities are endless!

## Apprenticeships are only for new recruits.

**WRONG** - Apprenticeships can be used to upskill current employees too. During your Apprenticeship, you'll learn new skills that will help you perform your current role more effectively.



## Employers don't value apprenticeships.

**WRONG** - Research indicates that apprentices boost productivity by an average of £214 per week, this has led to more and more employers choosing to grow their business through apprenticeships. Employers have also said that former apprentices are 15% more employable.



## Apprenticeships are only available in manual industries.

**WRONG** - Apprenticeships are now available in over 1500 occupations across 170 industries, ranging from Nuclear Engineering to Clock Making.

# EARLY YEARS PRACTITIONER

This occupation is found in a range of private and public settings including; full day care, children's centres, pre-schools, reception classes, playgroups, nursery schools, home based provision, hospitals, social care settings, out of school environments and local authority provision to deliver the Early Years Foundation Stage (EYFS) requirements set by government for the learning, development and care of children from birth to 5 in both indoor and outdoor environments.

## Entry Requirements:

Learners must be aged 16 or over. We do not set any other entry requirements but employers may have their own guidelines. at the recruitment stage.



## NCFE CACHE Level 2 Diploma for The Early Years Practitioner:

The aim of this qualification is 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. The qualification content meets the Department for Education's (DfE) Level 2 full and relevant criteria for a Level 2 Early Years Practitioner in the workforce. This qualification is ideal for learners looking to work with children between birth and 5 years, and gain knowledge of working with children up to 7 years. Learners do not need to have previous experience or qualifications in working with children to undertake this qualification.



**LEVEL  
2**



**12  
MONTHS**



# CUSTOMER SERVICE PRACTITIONER

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

## Entry Requirements:

Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.



## NCFE Level 2 Diploma in Customer Service:

This is a cross-sector qualification aimed at current and prospective customer service workers. This qualification covers the skills and knowledge needed to be a customer service worker, covering competencies applicable to a wide range of contexts. This qualification aims to provide learners with the skills and knowledge required to successfully work in customer services, develop learners' skills in communication, resolving queries and meeting customers' needs and build learners' knowledge of the principles of customer service.



**LEVEL  
2**



**12-15  
MONTHS**



# CUSTOMER SERVICE SPECIALIST

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies.

## Entry Requirements:

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 2 qualification.



## NCFE Level 3 Diploma in Customer Service:

This qualification gives learners the opportunity to develop the skills and knowledge needed to deliver customer service in a range of industries and contexts. Learners will understand what drives customer behaviour and what creates customer retention. Learners are also given the opportunity to explore excellence within customer service, dealing with more challenging scenarios such as complaints and stakeholder engagement.



**LEVEL  
3**



**15-18  
MONTHS**



# TEACHING ASSISTANT

Teaching Assistants work in Primary, Special and Secondary education across all age ranges encompassing special educational needs and emotional vulnerabilities. The primary role of the Teaching Assistant is to support the class teacher to enhance pupils' learning either in groups or individually, ensuring pupils understand the work set, know their learning objectives and stay on task in order to make progress. Promoting self-belief, social inclusion and a high self-esteem play an integral part to pupils' well-being; ensuring pupils thrive in a positive, nurturing, safe environment. It is an active role supporting the learner to access the curriculum.

## Entry Requirements:

Whilst any entry requirements will be a matter for individual employers, typically an apprentice might be expected to have already achieved 5 GCSEs, including Maths and English, Grade C or above or 4/5 (new grading).



## NCFE CACHE Level 3 Diploma in Supporting Teaching and Learning:

This qualification gives learners the opportunity to develop the skills and knowledge needed to deliver customer service in a range of industries and contexts. Learners will understand what drives customer behaviour and what creates customer retention. Learners are also given the opportunity to explore excellence within customer service, dealing with more challenging scenarios such as complaints and stakeholder engagement.



**LEVEL  
3**



**15-18  
MONTHS**



# EARLY YEARS EDUCATOR

Early Years Educators, and other job roles such as nursery nurse and childminders, are highly trained professionals who play a key role in ensuring that young children learn and develop well and are kept healthy and safe. They work in a range of settings including full day care, children's centres, pre schools, reception classes and as childminders. They may either be working on their own or supervising others to deliver the Early Years Foundation Stage (EYFS) requirements set by Government for the learning, development and care of children from birth to 5 years old.

## Entry Requirements:

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 2 qualification.



## NCFE CACHE Level 3 Diploma for The Early Years Workforce:

The Level 3 Diploma for the Early Years Workforce (Early Years Educator) prepares learners to become Early Years Educators, enabling them to work with children from birth to 5 years and gain knowledge of children aged 5 to 7 years.

This qualification is structured around the following four themes:

- Health and well-being.
- Legislation, frameworks and professional practice.
- Play, development and learning for school readiness.
- Professional development.



**LEVEL  
3**



**15-18  
MONTHS**





# BUSINESS ADMINISTRATION

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

## Entry Requirements:

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 2 qualification.



## NCFE Level 3 Diploma in Business Administration:

This qualification develops and accredits a wide range of knowledge and skills needed to work in a business administration role. It covers a range of business and administrative skills such as negotiating in a business environment, managing an office facility and monitoring information systems. It consists of 5 mandatory units, 60 optional units and 8 optional knowledge units.



**LEVEL  
3**



**12-15  
MONTHS**





# TEAM LEADER / SUPERVISOR

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

## Entry Requirements:

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.



## ILM Level 3 Diploma for Managers:

This qualification has been developed in line with the latest management standards to support candidates undertaking a Team Leader/Supervisor apprenticeship. This qualification maps fully to the 'on programme' elements of the Team Leader/Supervisor Apprenticeship Standard. This qualification will help your candidate:

- Develop a range of essential management skills applied and refined in a real life working environment.
- Build the leadership capability to motivate teams and influence with confidence.
- Gain a broad understanding of key management and leadership theory to underpin and support growth and performance.



**LEVEL  
3**



**18  
MONTHS**



# SCHOOL BUSINESS PROFESSIONAL

School Business Professionals (SBPs) perform a role which is unique to schools, administering and managing the financial, site and support services within the school context. They provide essential support to school leadership teams, implementing their financial and business decisions. SBPs may work in any school phase (primary, secondary, special) and in different school structures: single academy trusts, multi academy trusts (MATs), local authority maintained schools and federations, etc.

## Entry Requirements:

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.



## ILM Level 4 Diploma for School Business Managers:

This qualification builds core skills in school management through the three mandatory units. In the first unit the role of the school business manager is examined, the second unit builds project management skills and third core unit looks at school finances. Learners then work with their employer and training provider to find the best-fit optional units to complete the qualification. The possible benefits of this course include:

- Professional school business staff which will enhance your school.
- Managers who understand the importance of their role and it's scope.
- Allows head teachers to focus on teaching, learning and student attainment.



**LEVEL  
4**



**18  
MONTHS**



# OPERATIONS / DEPARTMENTAL MANAGER

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

## Entry Requirements:

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.



## ILM Level 5 Diploma For Leaders and Managers:

Ideal for individuals who manage teams or projects and are responsible for achieving operational or departmental goals and objectives as part of their organisation's strategy. This qualification will allow an individual to:

- Develop their ability to lead, motivate and inspire to drive better results.
- Use core management techniques to provide practical leadership and operational management skills.
- Raise their professional profile within your organisation.



**LEVEL  
5**



**24  
MONTHS**

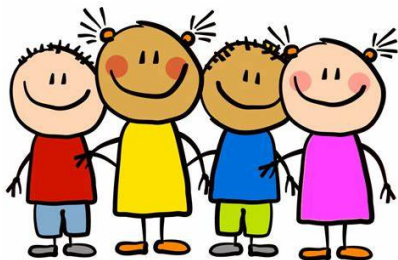


# LEARNING AND SKILLS TEACHER

The Learning and Skills Teacher (LST) is 'dual-professional', having first achieved competence in a vocational or subject specialism and then subsequently trained as a teacher. This means that many teachers in the Education and Training Sector (ETS) begin teaching as a second, or even later, career. The LST role is pivotal to the success of traineeship and apprenticeship programmes, in delivering effective vocational education and training that meets both learners' and employers' needs.

## Entry Requirements: 19+

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.



## L5 NCFE Diploma in Education and Training:

The NCFE Level 5 Diploma in Education and Training prepares trainee teachers to teach in a range of contexts. There is a significant practice requirement as this qualification will assess, and provide evidence of, competence when undertaking teaching and/or training responsibilities.

The objective of the qualification is to confirm occupational competence in a teaching role within the workplace.



**LEVEL  
5**



**24  
MONTHS**



# WHY CHOOSE EDUCATION & SKILLS?

## Use of OneFile:

Building your portfolio of evidence has never been easier. We use OneFile which enables Apprentices to upload their work as soon as it's completed and get feedback quickly, no waiting around for the next visit! On OneFile both the employer and apprentice have access making progress easy to track!

## Highly experienced tutors:

Our tutor and assessment team are industry specialist with years of experience in their chosen sector. They will work closely with you to understand how to shape qualifications to fit your workplace.

## Flexible delivery:

We understand that not all workplaces are the same and not all learners are the same, we tailor each apprenticeship programme to ensure that it is delivered successfully with the minimum of disruption to the workplace. We offer face to face and online delivery or a blend of the two, whatever suits you best!

## Great success rates:

We pride ourselves on supporting our learners to achieve their full potential. Our team will support you throughout your qualification and ensure that you have all the learning resources required and a dedicated tutor to provide one to one support.



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