



# Education & Skills

*Training & Development*

# ESTD

Apprenticeship  
Prospectus  
2026-2027

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**Please click  
the course  
you're  
interested in  
to find out  
more!**

# 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 tailor 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.



# APPRENTICESHIP ELIGIBILITY: WHAT YOU REALLY NEED TO KNOW

**Apprentices must be employed in a role relevant to the course.** This includes both new and existing staff. Apprenticeships are not just for new starters or school leavers.

**There is no upper age limit.** Apprentices must be aged 16 or over, but adults of any age can enrol.

**Apprentices must be given 3 hours per week to focus on their studies.** This protected time is part of the apprenticeship requirement and is built into their working hours.

**Apprentices must have a contract of employment that covers the full duration of the course.** Fixed-term or permanent contracts are acceptable, as long as they align with the programme length.

**Apprentices must be assigned a workplace mentor** to support the learner's development & help embed learning into practice.

**Apprentices must have access to a computer or laptop.** Online learning/assignments require regular access to a suitable device.

**Apprentices must be able to provide valid ID and evidence of their Right to Work (if applicable)** This is part of the enrolment and funding eligibility checks.

**Apprentices aged 19 and over can be opted in or out of Functional Skills by their employer.** This depends on prior qualifications and the needs of the role.

# 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!*



# 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.**

# 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.

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.

In compliance with DFE funding rules, all apprentices must be given time away from their working week to complete written work and carry out research.

We require all learners to be allocated three hours of study time per week, which can be recorded as off-the-job training on their OneFile learning platform. Additionally, the delivery sessions, along with any other workplace activities that provide a learning experience relevant to the course, may also be recorded as off-the-job training.

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

# SCHOOL & EDUCATION



## LEVEL 4 SCHOOL BUSINESS PROFESSIONAL (SBP)

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £6,000
- **Off-the-job time:** 370
- **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.*

# ***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.***



# SAFEGUARDING

## LEVEL 3 SAFEGUARDING SUPPORT OFFICER (SSO)



- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 326
- **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.



HIGHEST ACHIEVEMENT  
RATES IN THE UK!

# SCHOOL & EDUCATION

## LEVEL 6 CAREER DEVELOPMENT PROFESSIONAL (CDP)

- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £9,000
- **Off-the-job time:** 509
- **Delivery:** Remote delivery via online sessions & observation

***With the Highest Achievement Rates in the UK,  
Education & Skills are the leading provider for the  
Level 6 Career Development Professional Apprenticeship!***

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



ASK US ABOUT  
THE COMMERCIAL  
OPTION FOR THE  
LEVEL 6 OCR  
DIPLOMA IN  
CAREER GUIDANCE

# INTRODUCING... REMOTE DELIVERY

***Our Teaching Assistant & EYFS Apprenticeships are now offered as remote delivery, with 3-4 observations conducted by the employer, within the setting.***

*TA Apprentices have the opportunity to craft their 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.**

# SCHOOL & EDUCATION

## LEVEL 3 TEACHING ASSISTANT

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 348
- **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.



- ***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 3 TEACHING ASSISTANT WITH HLTA

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 348
- **Remote Delivery:** Online sessions with 3-4 school-based observations.
- **Entry Requirements:** Candidates must spend some time working in classrooms that follow the National Curriculum during the training.

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:** 348
- **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.



**BRAND NEW  
APPRENTICESHIP!**

# SCHOOL & EDUCATION



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

- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £12,000
- **Off-the-job time:** 418
- **Remote Delivery:** Online sessions with 3-4 school-based observations.

Our Level 5 Specialist Teaching Assistant (Curriculum pathway) apprenticeship is suited to teaching assistants looking to specialise in a particular subject or curriculum area.

This qualification helps deepen your understanding of curriculum design and delivery. You'll learn how to plan and lead interventions within your subject specialism, such as early reading, maths, EAL, or forest school, and contribute to the development of high-quality teaching and learning in that area.

Through this route, you will explore research-informed strategies, assessment methods and effective ways to support learners in meeting curriculum goals. You will also gain experience in mentoring colleagues and contributing to Subject development across the school.

Completing this apprenticeship will build your confidence, strengthen your subject knowledge and establish you as a valuable specialist within your team, ensuring you can make a measurable impact on pupil progress and whole-school improvement.



**OPTION TO  
INCLUDE A FUNDED  
LEVEL 4 HLTA  
QUALIFICATION**

BRAND NEW  
APPRENTICESHIP!

## SCHOOL & EDUCATION

# LEVEL 5 SOCIAL & EMOTIONAL WELLBEING SPECIALIST TEACHING ASSISTANT

- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £12,000
- **Off-the-job time:** 418
- **Remote Delivery:** Online sessions with 3-4 school-based observations.

Our Level 5 Specialist Teaching Assistant (Social & Emotional Well-being pathway) apprenticeship is designed for those looking to specialise in pupil mental health, resilience and emotional development.

The qualification focuses on building your capacity to design, lead and evaluate targeted well-being interventions. You'll learn how to create safe and inclusive spaces, deliver small-group or one-to-one sessions, and help students build social confidence and emotional literacy.

Core topics include attachment theory, trauma-informed practice, behaviour support and collaborative working with pastoral and safeguarding leads. This pathway helps you develop the confidence to promote positive well-being across the whole school.

Completing this apprenticeship demonstrates your commitment to supporting the emotional development of young people. You'll gain the skills to work with empathy and clarity- playing a central role in fostering student engagement, self-esteem and readiness to learn.

OPTION TO  
INCLUDE A FUNDED  
LEVEL 4 HLTA  
QUALIFICATION



Visit our website: <https://estd.uk> Email us: [enquiry@estd.co.uk](mailto:enquiry@estd.co.uk)

# SCHOOL & EDUCATION

## LEVEL 5 SEND SPECIALIST TEACHING ASSISTANT

- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £12,000
- **Off-the-job time:** 418
- **Remote Delivery:** Online sessions with 3-4 school-based observations.

Our Level 5 Specialist Teaching Assistant (SEND pathway) apprenticeship is ideal for professionals who want to deepen their expertise in supporting learners with special educational needs and disabilities.

This qualification offers a clear route to enhancing your knowledge of inclusive practice, learning support strategies and the effective implementation of SEND provision. You will develop the skills needed to adapt learning for individual needs, apply school SEND policies and collaborate confidently with teachers, SENCOs and external professionals.

Topics include understanding specific learning difficulties, tailoring curriculum access, and tracking learner progress through appropriate interventions. This focused development builds on your experience and enables you to play a key role in delivering high-quality education for all learners.

Successfully completing this apprenticeship reflects a commitment to inclusive teaching and professional growth. It positions you as a trusted advocate for SEND learners and a valuable contributor to a whole-school approach to learning support.



*'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**



# **EARLY YEARS & WRAP AROUND CARE**

**LET'S EXPLORE OUR RANGE  
OF EYFS COURSES!**

**FEATURING COURSES IN  
PLAYWORK, EARLY YEARS &  
EYFS LEADERSHIP!**



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

# WRAP AROUND CARE

## LEVEL 2 PLAYWORKER

- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £5,000
- **Off-the-job time:** 326
- **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.



# FULL & RELEVANT EARLY YEARS

## LEVEL 2 EARLY YEARS PRACTITIONER

- **Duration:** 13 months + 3-month End Point Assessment
- **Course value:** £5,000
- **Off-the-job time:** 300
- **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.



# WRAP AROUND CARE

## LEVEL 3 EARLY YEARS EDUCATOR (WRAP AROUND CARE)



- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 370
- **Delivery:** Online delivery with observations carried out in the workplace
- **Full & Relevant for EYFS staff:child ratios.**

The delivery of this apprenticeship has been adapted to support Nursery Assistants and Early Years Practitioners to develop the skills, knowledge, and behaviours needed to provide high-quality care and education for children aged 0 to 5 who attend your wrap around care provision (Breakfast or After School Club).

Learners must complete 250 working hours as a Key Person working directly with EYFS-aged children (aged between 0 & 5 years). These hours must be spread consistently across the programme and include planning EYFS activities and carrying out child observations.

Training covers child development, safeguarding, communication, and supporting children's learning and well-being. Learners gain practical experience and mentorship, developing confidence, empathy, and resilience while creating nurturing environments tailored to children's needs.

If a learner does not work with babies (0–2 years), they can meet the required knowledge, skills, and behaviours for the 0–8 age range through taught sessions.

This apprenticeship offers a transformative journey into early childhood education, preparing learners to progress into senior roles and make a lasting impact on children and families.



# 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:** 370
- **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. 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.

*If the learner works in a setting **without** 0-2s, and does not have access to babies in the setting, they can cover the Knowledge, Skills and Behaviours (KSBs) covering the 0-8 range via taught sessions.*



# FULL & RELEVANT EARLY YEARS



## LEVEL 3 EARLY YEARS EDUCATOR (SEND PATHWAY)

- **Duration:** 20 months + 3-month End Point Assessment
- **Course value:** £7,000
- **Off-the-job time:** 370
- **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.

*If the learner works in a setting **without** 0-2s, and does not have access to babies in the setting, they can cover the Knowledge, Skills and Behaviours (KSBs) covering the 0-8 range via taught sessions.*



# FULL & RELEVANT EARLY YEARS

## LEVEL 5 EARLY YEARS LEAD PRACTITIONER



- **Duration:** 24 months + 3-month End Point Assessment
- **Course value:** £9,000
- **Off-the-job time:** 466
- **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 employees 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**



# 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**



# 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%.



# GENERIC QUALIFICATIONS

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

A stack of colorful folders and binders in shades of blue, red, and teal, filled with papers, is visible at the bottom of the page.

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 PRACTITIONER



- **Duration:** 12 months + 3-month End Point Assessment
- **Course value:** £3,500
- **Off-the-job time:** 278
- **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 SPECIALIST



- **Duration:** 18 months + 3-month End Point Assessment
- **Course value:** £4000
- **Off-the-job time:** 348
- **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 BUSINESS ADMIN



- **Duration:** 18 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

The Level 3 Business Administrator apprenticeship develops a broad and transferable skill set for individuals working in a range of sectors, including public, private and charitable organisations. This qualification focuses on supporting and improving business operations through effective administration.

As an apprentice, you will learn to manage records, produce accurate documentation, support meetings, and maintain effective communication with internal and external stakeholders. You will also gain experience in using digital systems, handling data, and applying problem-solving techniques to support your team's objectives.

Throughout the programme, you will develop strong planning and organisation skills, a professional approach to working with others, and an understanding of business fundamentals. You may also contribute to projects, support improvements in administrative processes, and take responsibility for delivering high standards of work.

On completion of this apprenticeship, you will be recognised as a competent and reliable business support professional. The qualification can lead to further training or progression into roles such as office supervisor, team leader or operations coordinator.

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

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





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