

Juniper

TRAINING

PROSPECTUS

2024/25

YOUR
FUTURE
STARTS
HERE



Education & Skills
Funding Agency

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WELCOME

Welcome to Juniper Training – a proud independent training provider operating for over 40 years. We pride ourselves on providing life-changing opportunities to our students, that positively contribute towards their career progression and further education.

Our provisory offer is a credible alternative to school or college. We're a 'good' Ofsted registered provider who is committed to ensuring our students are work-ready and gain the necessary knowledge, skills, and behaviours that employers are seeking to enhance their workforce. In this prospectus, you will find information regarding our courses, GCSE retakes, work experience, Pre-Apprenticeships and Apprenticeship opportunities available. Juniper have a pathway suitable for all. If you are unsure of what career path to take, we provide work tasters within a variety of sectors to help you choose. **"96% of our students believe that Juniper helped them to secure a job, Apprenticeship, or progress into further education after completing our programmes."** We deliver provisions to over 2500 students per year and work with over 1,000 employers. We hope you also choose to study with Juniper Training to achieve your career potential. We offer a 100% progression promise.

WHY JUNIPER?



Experienced provider delivering
youth programmes for over
40 YEARS



Pass rate for distinctions on
apprenticeships
99%



National average exceed in
functional skills english by
27.2%



79%

Of young people sustained their progression into an
Apprenticeship, employment or further education upon
completing a Juniper pathway.



Ofsted registered GOOD PROVIDER

MESSAGE FROM MANAGING DIRECTOR

"Juniper operates purely to make a positive difference in the communities we serve and do this by delivering robust and innovative learning, support and guidance. We care about our students and apprentices and are committed to providing them with life-changing opportunities in support of their career goals. We firmly believe in the value of vocational alternatives to traditional academic routes and that they provide a strong grounding for future careers."
– Lesley Holland

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EARLY YEARS	

WHICH PATHWAY IS RIGHT FOR YOU?

Applies if you're 16-18 (up to 25 with an EHCP)



PRE-APPRENTICESHIP

AGE: 16-18 (Or up to 24 with an EHCP)

DURATION: 6 months

START DATE: Monthly intakes

LEVEL: Entry Level 3 to Level 2

100% PROGRESSION PROMISE

towards a
career/Apprenticeship

You will have the opportunity to complete English and Maths Functional Skills or GCSE, gain work experience in a sector of interest to you and obtain vital employability skills to help you progress onto an apprenticeship, employment or further education. This is a great opportunity to gain work experience in a sector of interest to you and obtain vital employability skills if you are unsure of your career path. Upon completion, you will gain an insight into work, gain quality work experience in a sector of your choice, have a quality CV and employer reference that will help you progress onto an apprenticeship, employment or further education.

UPON COMPLETION YOU WILL HAVE GAINED:

- » Level 1 or Level 2 BTEC Award or Certificate in People Development for Employability
- » Take part in mock interviews with real employers
- » A quality CV
- » Work experience in a sector of interest to you
- » Maths & English (where appropriate)
- » Support with progression onto an apprenticeship, employment or further education

“The BTEC Workskills qualification that I gained has helped me with my Business Admin Level 2 Apprenticeship.” – KIRSTY



MATHS & ENGLISH

Whichever Juniper pathway you choose, you will work towards English and maths if necessary.

Our tutors use an innovative/blended approach to delivery, to make sessions engaging.

Level: Entry Level 3 to GCSE/Functional Skills

» You can resit your GCSEs if needed or Functional Skills. GCSE Resits take place in November and June each year.

Depending on your GCSE grade, you can determine the right route for you, and see how you can progress with Juniper Training from entry level.

GRADE 4-9

GRADE 3

GRADE 1&2



No English and maths needed

GCSE Resit

Functional Skills

"I just want to thank all of you at Juniper for really turning my life around... I would never have the job I do now and that's 100% down to every single one of you"



VOCATIONAL PATHWAYS

Our vocational pathways are ideal if you would like to pursue a career in one of the below sectors, and are the perfect stepping stone onto an Apprenticeship.

You will gain sector specific qualifications and industry knowledge, whilst completing your English and/or Maths GCSE or Functional Skills alongside a high quality work placement with a recognised employer.

VOCATIONAL PATHWAYS AVAILABLE:

- » Childcare
- » Customer Service
- » Construction (Roofing)
- » ESOL

YOU CAN PROGRESS ONTO AN APPRENTICESHIP, EMPLOYMENT OR FURTHER EDUCATION FROM A PATHWAY COURSE!



Gain discounts at your favorite stores when you purchase a Totum card at Juniper Training.



Introduction to **CHILDCARE**

Vocational Pathway

- » Understanding child development
- » Health & Safety training
- » Learn from the Early Years Foundation stage statutory framework (EYFS)

WHAT THE QUALIFICATION COVERS:

This qualification develops a basic knowledge of childcare in early years settings. It covers working with children up to the age of 5 years old. The units include subjects such as the value of play, roles and responsibilities of carers and volunteers and the importance of developing links in the local community.

YOU WILL ACHIEVE:

The foundation knowledge to work towards the NCFE CACHE Level 1 Certificate Introducing Caring for Children and Young People, work experience in the sector, complete paediatric first aid and safeguarding.

PROGRESSION UPON COMPLETION

Early Years Practitioner	LEVEL 2
Early Years Educator	LEVEL 3
Teaching Assistant	LEVEL 3
Learning Mentor	LEVEL 3
Assessor/Coach	LEVEL 4



CUSTOMER SERVICE

Vocational Pathway

WHAT THE QUALIFICATION COVERS:

This qualification provides learners with the skills and knowledge required to successfully work in customer services. It will also build learners' knowledge of the principles of customer service.

YOU WILL ACHIEVE:

Certificate in Customer Service – Level 1 or Level 2, work experience with a recognised employer and gain industry knowledge to progress onto an Apprenticeship.

PROGRESSION UPON COMPLETION

Customer Service Practitioner	LEVEL 2
Customer Service Specialist	LEVEL 3
Retailer	LEVEL 2

"It's going fantastic. I have met some new friends and I settled in really well. The staff are fantastic, and they understand my needs more than anyone has done – I would recommend other people to come here. I think Juniper is a good place to get me ready for work."

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ESOL

Vocational Pathway

YOU WILL ACHIEVE:

Gain an accredited ESOL certification.

This course can give non-native English speakers the confidence to speak, read, write and listen in English. Not only does the process enable non-native English speakers to understand the language, but it also empowers them to engage in social interactions and transactions.

- Improved Communication Skills
- Expand Opportunities
- Academic Advancement
- Enhanced Employability



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CONSTRUCTION PATHWAY: ROOFING

At our **Building Futures** centre in **Aldridge** we support young people with their career into **construction**, **specialising in roofing**.

Our Pre-Apprenticeships in construction will provide you with all you need to be "**site ready**" -

- Manual handling
- Asbestos Awareness
- Working at height
- H&S Operative Test - in preparation for obtaining CSCS
- Work Experience

Tasters in:

- Slating & Tiling
- Sheeting & Cladding
- Waterproof Membrane Installation

YOU WILL ACHIEVE:

You will gain a Level 1 Introduction to Construction (Highfields). Gain the skills you need to pursue a career in Roofing with a chance to progress onto our Level 2 Roofer Apprenticeship.

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VOCATIONAL PATHWAYS



Below you can see which **vocational pathways** our centres offer as part of our **Pre-Apprenticeship Programme**.

	Brierley Hill	Walsall	Wednesbury	Wolverhampton	Aldridge	Telford	Derby	Leicester	Chesterfield
CONSTRUCTION					✓				
CHILDCARE				✓					
CUSTOMER SERVICE	✓		✓	✓		✓	✓	✓	✓
PRE-APPRENTICESHIP	✓		✓	✓	✓	✓	✓	✓	✓
PD EMPLOYABILITY CERTIFICATE	✓		✓	✓		✓	✓	✓	✓
ESOL								✓	
SEND PROVISION	✓	✓				✓			
SUPPORTED INTERNSHIP		✓							



SEND PROVISION

PREPARATION 4 SUCCESS

Available at our centres in **Walsall, Brierley Hill, Derby & Telford**

1. INDEPENDENT LIVING

Budgeting . Food Tech

2. COMMUNITY INCLUSION

Project Work . Creative Time

3. HEALTH & WELLBEING

Personal Growth . Social Skills

4. EMPLOYMENT

Support with maths & English . Work Experience

AGE – 16–24

WITH AN EHCP

YOU WILL ACHIEVE:

On this course you will get the opportunity to gain your Maths & English. Gain work experience in an area of work you have interest in. Once completing the course you will get the chance to progress into our Pre-Apprenticeship Programme or Supported Internship.

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SUPPORTED INTERNSHIP

ENDLESS POSSIBILITIES

Available at our centre in **Walsall**

AGE – 16–24 WITH AN EHCP



Get the chance to experience the world of work. Supported Internships help prepare young people with SEND with the skills needed for adulthood and employment. Supported Internships support a young person to move into paid employment or Apprenticeships at the end of the programme.

Internships will be selected based on individual student's interests and career aspirations.

1 day in centre completing an award in **workskills** and **personal growth** for development - 1 day for **maths and English** if needed and 2-3 days at a **work placement**.

YOU WILL ACHIEVE:

Throughout the programme students will develop their employability skills and gain valuable experience by working in a local company (or companies) in line with their personal strengths and aspirations. Gain Maths and English if needed.

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TRAINEESHIPS

Our Traineeships are the perfect stepping stone before starting an Apprenticeship or employment. Students will obtain the necessary experience, employability skills and attributes to progress.

Ranging from **9 weeks**, suitable for anyone **aged between 16-24**, Traineeships are predominantly **work experience** focused with an opportunity for you to undertake **Maths and English qualifications** up to GCSE level where needed.

What do our Traineeships include?

- Work preparation training which ensures you are ready and have confidence to take the first step in your career.
- Meaningful work experience which provides insight and experience of the world of work and makes you more attractive to potential employers.
- English and maths support to help give you the literacy and numeracy skills needed for the workplace.

We work with:



Foot Locker & more...

"I am so glad I found the Traineeship at Juniper Training, and because of them **I am now following my dreams.**"

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CENTRE LOCATIONS

PRE-APPRENTICESHIPS

Aldridge

(Construction)

Westgate
Aldridge
Walsall
WS9 8EX

Brierley Hill

Ground Floor
Admiral House
Waterfront East
Level Street
Brierley Hill
West Midlands
DY5 1XG

Chesterfield

The Old Head
Office
Dock Walk
Wheatbridge
Chesterfield
S40 2AB

Derby

Office 1-5
Ground Floor
Prosperity House
Gower Street
Derby
DE1 1SB

Leicester

2nd Floor
16 New Walk
Leicester
LE1 6TF

Telford

9 Hawksworth
Road
Central Park
Telford
Shropshire
TF2 9TU

Walsall

(SEND)

Ground Floor
Tameway Tower
48 Bridge Street
Walsall
WS1 1JZ

Wolverhampton

1st Floor Cleveland
Court
Cleveland Street
Wolverhampton
WV1 3HR

Wednesbury

58-59 Union Street
Wednesbury
WS10 7HD

JUNIPER SPORTS

Your future in sports starts here

For young people ages 16-18 (up to 24 with an EHCP) At Juniper Sports we pride ourselves on providing outstanding post 16 sports education provision that ensures learners are fully equipped with the knowledge, experience and skills needed to achieve a career in sport.

Our well balanced sport study programmes are delivered by industry experts and combine academic study with real world work experience in the sports industry with a particular focus on raising students career aspirations.

NCFE Level 3 Diploma in Sport and Physical Activity

NCFE Level 3 Extended Diploma in Sport and Physical Activity

NCFE Level 3 Diploma in Gym Instructing and Personal Training



98%

Success Rate



93%

Progress into sports



57%

Over achieve target

Juniper
SPORTS

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Our Network:



Sports Locations

Welling

Long Lane JFC
Dursley Road
London
SE3 8PB

St Ives

Westwood Rd,
St Ives,
Cambridgeshire,
PE27 6DT.

Stratford

Arden Garages
Stadium,
Knights Lane,
Stratford-upon-Avon
Warwickshire
CV37 7BZ

Leicester

Aylestone Park Fc
Leicester
Le26TG

Eastleigh

Silverlake stadium,
stoneham lane,
eastleigh
SO50 9HT

Hemel

Hemel Hempstead
Town FC, Vauxhall
Road, HP2 4HW

Tooting

Imperial Sports
Ground,
Bishopsford Rd,
SM4 6BF

Eltham

Footscray
Sports Club,
Footscray
Road, SE9 2EL

Coventry

Sphinx Drive
Coventry
CV3 1WA

Peterborough

The Grange,
Charlotte Way,
Netherton,
Peterborough,
PE3 9ES

Sholing

The Imperial Homes
Stadium, Portsmouth
Road, Southampton,
SO19 9PW.

Bracknell

Farley Wood Centre,
Turnpike Road,
Bracknell RG42 1FW

Tonbridge

Longmead Stadium
Darenth Ave
Tonbridge
TN10 3JF

Poole

Dorsey FA,
Blandford
Close,
BH15 4BF

Newcastle- Under-Lyme

Roe Lane Playing
Fields,
Newcastle Under-
Lyme
ST5 3PH

Enfield

Queen Elizabeth II
Stadium, Donkey
Lane, Enfield,
London, EN1 3PL

Dorchester

The Avenue Stadium,
Weymouth Avenue,
Dorchester, Dorset,
DT1 2RY

APPRENTICESHIPS

Apprenticeships are real, full-time jobs that give learners the opportunity to earn money whilst gaining a qualification. Regardless of your age or experience, you can be sure that you are adding value to the future of your career.

We offer Apprenticeships in:

Business & Professional

- Level 3 Recruiter
- Level 3 Business Administrator
- Level 3 Team Leading
- Level 5 People Professional
- Level 5 Operations Manager

Customer Service & Retail

- Level 2 Retailer
- Level 2 Customer Service Practitioner
- Level 3 Customer Service Specialist

Teaching & Education

- Level 2 Early Years Practitioner
- Level 3 Early Years Educator
- Level 5 Early Years Lead Practitioner
- Level 3 Teaching Assistant

Construction & Logistics

- Level 2 Roofer
- Level 2 Warehousing Operative

Secure your **future success** with hands-on training, mentorship, and valuable qualifications, all while **earning a wage!**

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LEVEL 3 RECRUITER

Course Overview

Identifying, attracting and shortlisting candidates as part of the recruitment process.

Qualification included



- Level 3 Certificate in Recruitment Practice
- Level 3 NVQ Diploma in Recruitment

Role Overview

A Recruiter Level 3 Apprentice plays a key role in identifying, attracting, and selecting candidates while also building relationships with clients and stakeholders. They are responsible for managing end-to-end recruitment processes, advising clients on hiring strategies, and ensuring compliance with employment laws and regulations. A career in recruitment offers diverse opportunities for growth, with potential for high earnings, career advancement, and transferable skills valued across industries.

Knowledge

- End-to-end recruitment processes and methodologies.
- Employment legislation and regulatory compliance.
- Key performance indicators (KPIs) in recruitment.
- Recruitment sales strategies and client relationship management.
- Understanding of market trends and talent availability.
- Principles of equality, diversity, and inclusion in hiring practices.



Skills

- Develop recruitment strategies tailored to client needs.
- Source, attract, and engage candidates using advanced techniques.
- Conduct effective interviews and candidate assessments.
- Build and maintain client relationships.
- Write compelling job adverts and manage candidate pipelines.
- Use recruitment technologies and data analysis tools.
- Proactively identify new client and candidate opportunities.



Behaviours

- Professionalism and ethical recruitment practices.
- Resilience, adaptability, and self-motivation.
- Strong interpersonal and communication skills.
- Commitment to continuous improvement and learning.
- Ability to prioritise tasks effectively and manage workloads.

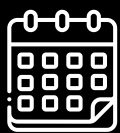


Professional Recognition and Progression

This qualification provides a pathway for progression into higher-level recruitment roles, such as

- Senior Recruitment Consultant • Talent Acquisition Manager • Recruitment Team Leader

With continued professional development, apprentices may pursue additional qualifications and industry accreditations to further enhance their career prospects.



Typical Duration
18 Months



Funding Value
£5,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- **Project Assignment:** Evaluating recruitment knowledge, skills, and behaviours.
- **Professional Discussion:** Reflecting on the apprentice's portfolio of evidence.

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Supporting and engaging with different parts of the organisation and interact with internal or external customers.

Role Overview

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.

Knowledge

- Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- Knows organisational structure and demonstrates understanding of how their work benefits the organisation.
- Understands the organisation's internal policies and key business policies relating to sector.
- Understands the applicability of business principles such as managing change, business finances and project management.
- Understands the organisation's processes.
- Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc.

Skills

- Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data.
- Produces accurate records and documents including: emails, letters, files, payments, reports and proposals.
- Exercises proactivity and good judgement
- Builds and maintains positive relationships within their own team and across the organisation.
- Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms.
- Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines.

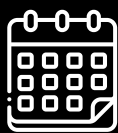
Behaviours

- Behaves in a professional way.
- Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude.
- Takes responsibility for their own work.
- Is able to accept and deal with changing priorities
- Demonstrates taking responsibility for team performance and quality of projects delivered.



Professional Recognition and Progression

The administration role may be a gateway to further career opportunities, such as management or senior support roles.



Typical Duration
18 Months



Funding Value
£5,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Knowledge Test
- Portfolio-based Interview
- Project Presentation

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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LEVEL 3 TEAM LEADER

Course Overview

Managing teams and projects to meet a private, public or voluntary organisation's goals.

Role Overview

A Team leader or supervisor is a first line management role, with operational and 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. Candidates are required to have supervisory responsibility over a small group as a minimum.

Knowledge

- Interpersonal excellence – managing people and developing relationships.
- Understand different leadership styles and the benefits of coaching to support people and improve performance.
- Organisational performance – delivering results.
- Understand how organisational strategy is developed.
- Understand the project lifecycle and roles.
- Personal effectiveness – managing self.
- Know how to be self-aware and understand unconscious bias and inclusivity.
- Understand time management techniques and tools, and how to prioritise activities and approaches to planning.

Skills

- Able to communicate organisation strategy and team purpose, and adapt style to suit the audience.
- Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve.
- Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.
- Able to communicate effectively.
- Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes.
- Able to reflect on own performance.

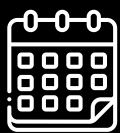
Behaviours

- Takes responsibility.
- Determination when managing difficult situations.
- Inclusive
- Professionalism
- Flexible to the needs of the organisation.
- Sets an example, and is fair, consistent and impartial.



Professional Recognition and Progression

On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management, to support their professional career development and progression.



Typical Duration
12 Months



Funding Value
£4,500



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Presentation with questions and answers
- Professional discussion underpinned by a portfolio of evidence

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Apprenticeships



Course Overview

An employee in this role will interact with various roles at differing levels of the organisation from within HR to other business areas. The ability to communicate, influence and negotiate is key whilst adopting evidence-based decision making.

Role Overview

An employee in this occupation could be responsible for supporting the business to deliver their objectives through development of a people plan. Making recommendations on what the business can or should do in specific situations. Supporting manager and leaders to implement their people strategies. Using data to provide insights into people trends and issues and creating solutions to deal with them. Maintaining knowledge of both internal and external environment and how this impacts role. Contributing to the review, design and update of any people policies and processes ensuring they are in line with legislative requirements. Keeping up to date with emerging thinking and people trends.

Knowledge

- Internal and external sources of data for people management.
- People systems and how they are utilised for business value.
- People operating models and theories for different business types. e.g., small or large, private or public.
- Functions within the people profession, and how each deliver for the business.
- Business aims and objectives, and how their work contributes to them.
- Evolution of the people professional industry and the current role.
- Sources of specialist HR expertise and or guidance for people issues including ethics.
- Employment legislation and policies.
- Problem solving, and decision-making techniques.

Skills

- Communicate information through appropriate channels to enable key stakeholders to understand what is required.
- Build and manage multiple and diverse stakeholder's relationships.
- Advise on application of policy, regulation, and law for HR issues.
- Use data and metrics to mitigate areas of risk and highlight opportunities.
- Negotiate with and influence stakeholders to support achievement of business and organisation objectives.
- Present insight and conclusions on workforce issues or people process failures.
- Lead and improve people capability within the business.
- Manage and deliver people related business and change projects.

Behaviours

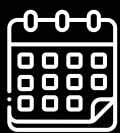
- Motivated and resilient to challenging situations.
- Work flexibly and adapts to circumstances.
- Seek learning opportunities and continuous professional development.
- Act in a professional manner with integrity.
- Encourage a diverse and inclusive culture.
- Takes personal responsibility.



Professional Recognition and Progression

This standard aligns with the following professional recognition:

- Chartered Institute of Personnel and Development for Associate Member



Typical Duration
22 Months



Funding Value
£11,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Presentation with questions
- Professional discussion underpinned by a portfolio of evidence
- Integrated Assessment - Assignment

What to expect from us

- Tailored learning plans to support each individual
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- Designated safeguarding officer

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Course Overview

Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

Role Overview

An Operations or 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.

Knowledge

- Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.
- Know how to set up and manage a project using relevant tools and techniques, and understand process management.
- Understand business finance: how to manage budgets, and financial forecasting.
- Understand different leadership styles, how to lead multiple and remote teams and manage team leaders.
- Understand problem solving and decision making techniques, including data analysis.
- Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.

Skills

- Able to input into strategic planning and create plans in line with organisational objectives.
- Plan, organise and manage resources to deliver required outcomes.
- Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach and recommendations accordingly.
- Able to communicate organisational vision and goals and how these to apply to teams.
- Able to manage talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace.
- Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style.
- Able to reflect on own performance, working style and its impact on others.

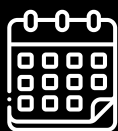
Behaviours

- Drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- Open, approachable, authentic, and able to build trust with others.
- Flexible to the needs of the organisation.
- Sets an example, and is fair, consistent and impartial.



Professional Recognition and Progression

On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.



Typical Duration
30 Months



Funding Value
£7,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Professional discussion, underpinned by a portfolio of evidence
- Project proposal, presentation and questioning

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Providing customer service products and services for businesses and other organisations including face-to-face, telephone, digital and written contact and communications.

Role Overview

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.

Knowledge

- Understand who customers are.
- Understand the difference between internal and external customers.
- Know the purpose of the business and what 'brand promise' means
- Know the internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation.
- Know the appropriate legislation and regulatory requirements that affect your business.
- Know how to use systems, equipment and technology to meet the needs of your customers.
- Understand how establishing the facts enable you to create a customer focused experience and appropriate response.
- Understand the products or services that are available from your organisation and keep up-to-date.

Skills

- Use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.
- Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or
- Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions.
- Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.
- Demonstrate patience and calmness.
- Show you understand the customer's point of view.
- Use appropriate sign-posting or resolution to meet your customers needs and manage expectations.

Behaviours

- Take ownership for keeping your service knowledge and skills up-to-date.
- Being open to feedback
- Team working
- Equality – treating all customers as individuals
- Presentation – dress code, professional language
- Take ownership from the first contact and then take responsibility for fulfilling your promise



Professional Recognition and Progression

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.
Possible progression to go on to complete Level 3 Customer Service Specialist.



Typical Duration
12 Months



Funding Value
£3,500



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Apprentice Showcase
- Practical Observation
- Professional Discussion

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Dealing with customer queries, purchases and complaints

Role Overview

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.

Knowledge

- Understand what continuous improvement means in a service environment and how your recommendations for change impact your organisation
- Understand a range of leadership styles and apply them successfully in a customer service environment
- Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience
- Understand commercial factors and authority limits for delivering the required customer experience
- Understand how to analyse, use and present a range of information to provide customer insight
- Understand how customer expectations can differ between cultures, ages and social profiles
- Understand how to find and use industry best practice to enhance your own knowledge

Skills

- Resolve complex issues by being able to choose from and successfully apply a wide range of approaches
- Find solutions that meet your organisations needs as well as the customer requirements
- Through advanced questioning, listening and summarising negotiate mutually beneficial outcomes
- Manage challenging and complicated situations within your level of authority and make recommendations to enable and deliver change to service or strategy
- Demonstrate a cost conscious mind-set when meeting customer and the business needs
- Proactively gather customer feedback, through a variety of methods. Critically analyse, and evaluate the meaning, implication and facts and act upon it
- Maintain a positive relationship even when you are unable to deliver the customer's expected outcome

Behaviours

- Proactively keep your service, industry and best practice knowledge and skills up-to-date
- Ownership/ Responsibility
- Team working
- Adopt a positive and enthusiastic attitude being open minded and able to tailor your service to each customer
- Ensure your personal presentation, in all forms of communication, reflects positively on your organisation's brand



Professional Recognition and Progression

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.



Typical Duration
15 Months



Funding Value
£4,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Practical observation with Q&As
- Work based project, supported by an interview
- Professional discussion supported by portfolio evidence.

What to expect from us

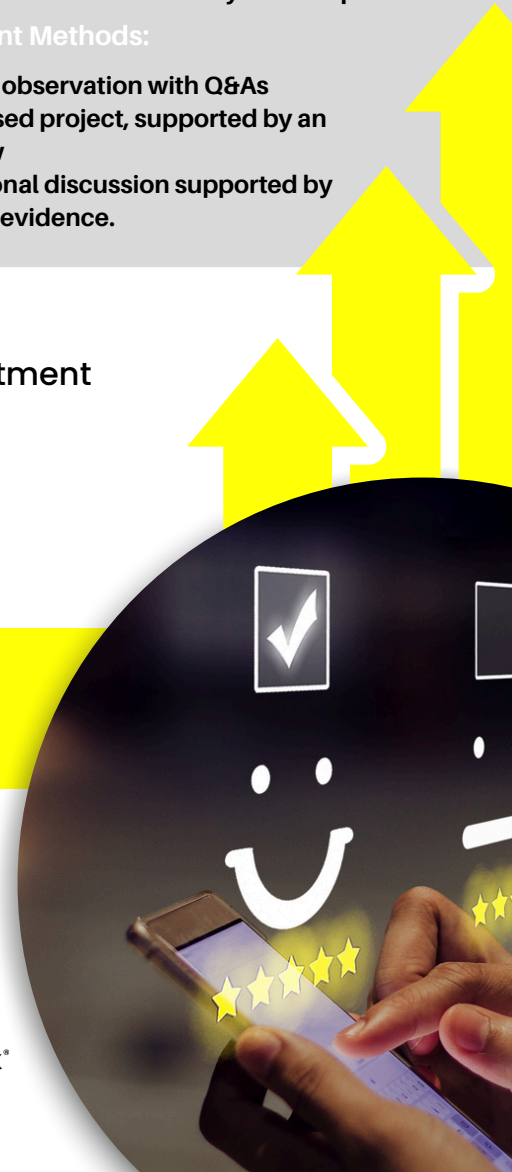
- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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LEVEL 2 RETAILER

Course Overview

Helping customers buy products or services from retail organisations such as department stores, garden centres, high street chains, supermarkets and online and mail order businesses.

Role Overview

Responsible for maintaining business standards; ensuring stock is presented, replenished and available for the customer to purchase. Retailers will contribute towards the commerciality of the business by achieving targets, including sales and customer service, and following stock control in line with business objectives. They need to know the services they are selling to be able to build customer confidence in their business. Work to meet or exceed customer expectations and experience and will identify specific needs of individual customers. They will respond to customer enquiries complying with both business and legal requirements. They will have a knowledge of sustainability in relation to products such as dealing with excess packaging, waste and product sourcing.

Knowledge

- The customer profile of the business and customers' purchasing habits.
- The business aims and objectives and how their work contributes to them.
- The principles of running a retail business to support the overall financial performance for example by aiming to exceed targeted sales and reduce wastage and returns.
- The business approach to sustainability and its carbon footprint such as approaches to product sourcing, waste reduction and recycling.
- Methods for communicating with customers, to support and increase sales, and encourage customer loyalty.
- The brands, products and services provided by the business including knowledge of the technical specification of a product and aftercare service.

Skills

- Communicate with customers to meet their requirements and encourage customer loyalty and repeat business.
- Serve customers in line with brand standards, legislation, business procedures and the values of the business.
- Use face to face or online sales techniques such as product and price comparisons to support or influence the customer in their purchasing decisions.
- Maintain good merchandising to meet the needs of the business whilst ensuring safety.
- Comply with regulations and legislation relevant to their role and business.
- Handle complaints within remit or escalate as appropriate.
- Support sales across a range of promotional events throughout the calendar year.

Behaviours

- Acts in a professional manner with integrity and confidentiality.
- Acts as an ambassador for their business and brand.
- Seeks learning opportunities and continuous development.
- Has accountability and ownership of their tasks and workload.
- Works flexibly and adapts to circumstances.



Professional Recognition and Progression

After successful completion of the Retailer Apprenticeship, you can progress onto roles such as: Retail Team Leader Level 3 Apprenticeship. Retail Manager Level 4 Apprenticeship. Supervisor



Typical Duration
14 Months



Funding Value
£5,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Observation with questions
- Interview underpinned by a portfolio of evidence

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Carrying out a range of moving, packaging and stock-taking roles and duties in a warehouse environment.

Role Overview

Warehouse Operatives work in a variety of warehouse environments. Work activities include taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking/packing orders, loading goods for dispatch, maintaining stock records and documentation, and cleaning. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or fork lift trucks.

Knowledge

- Safe driving and/or operating techniques to standard and as trained, relating to MHE
- Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.
- use of warehouse systems and processes relating to packaging, moving and receiving stock
- Basic IT applications and other relevant technology and systems, including warehousing management, data capture, radio and barcoding systems to ensure the safe and efficient processing of goods.
- Effective communication with customers that store goods with the company/colleagues.
- Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.

Skills

- Operate and handle equipment safely and efficiently as required for their role, such as Forklift Trucks, High Reach Trucks, Powered Pallet Trucks or Man Up Trucks.
- Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment.
- Work individually and as part of a team to safely move and handle objects.
- Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates and/or boxes.
- Use correct equipment and procedures to record receiving or stowing goods.
- Promote the values of the organisation
- Use IT applications and other relevant technology and systems.

Behaviours

- Demonstrate integrity, credibility, honesty, positivity and personal drive.
- Take ownership for own performance and training.
- Show personal commitment to minimising the effect of work activities on the environment.
- Adapt to and embrace the use of relevant technology, systems and equipment.

Professional Recognition and Progression

With a Level 2 Apprenticeship Standard in Supply Chain Warehouse Operative you can progress to a Level 3 Supply Chain Practitioner or Level 3 Team Leader



Typical Duration
12 Months



Funding Value
£5,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Interview underpinned by a portfolio of evidence
- Observation with questions

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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LEVEL 2 ROOFER

Course Overview

Installing a range of roofing materials and products

Role Overview

Option 1: A Roof Slater and Tiler **Option 2: A Waterproof Membranes Installer**
Option 3: A Roof Sheeter and Cladder

This occupation involves installing a range of roofing materials and products, at height. It includes interpreting drawings, measuring and calculating the required amount of materials. Roofing work can involve anything from repairing a single tile or slate on a domestic property, to re-roofing public buildings such as schools, working on new build housing projects, or installing the roof on large commercial buildings. Roofers can be on site from a few hours to a few weeks so this occupation should suit those who like to move workplaces on a regular basis.

Knowledge

- The principles of health, safety and welfare, employment law, and how these are applied in the workplace.
- The different techniques and methods used to move, handle and store materials
- How to interpret and use relevant product information and specifications
- The standards and codes of practice that apply to roofing
- The principles of condensation, the factors involved and standard methods of control in roofs
- Basic drawings and how to calculate material quantities from given information
- The principles relating to common defects, and the repair and maintenance of roofs
- Why, when and how health and safety control equipment should be used when undertaking roofing work (e.g. personal protective equipment (PPE) and respiratory protective equipment (RPE))

Skills

- Work safely and be aware of key health, safety and welfare issues
- Plan and carry out their work to commercial standards of quality and speed
- Move, handle and store resources, complying with relevant legislation and guidance
- Interpret and follow verbal and written work instructions from trade supervisors and site managers
- Select the required materials and resources to carry out the work
- Set up, check and operate plant and/or equipment
- Install related materials and components to a given specification
- Use, maintain and store hand tools, power tools and associated equipment
- Access, interpret and use drawings and specifications to carry out work

Behaviours

- **Team work:** work effectively with others with limited supervision
- **Independent working:** take responsibility for completing own work
- **Logical thinking:** use clear and valid reasoning when making decisions
- **Time management:** use own time effectively to complete the work on schedule
- **Adaptability:** be able to adjust to changes to work instructions



Professional Recognition and Progression

On completion of this standard, apprentices will be eligible for employment in the roofing industry as a craft operative. Apprentices may progress to supervision and management appointments in roofing organisations.



Typical Duration
24 Months



Funding Value
£11,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Knowledge test
- Observation with questioning
- Interview, underpinned by a portfolio of evidence

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- 1 week off-the-job every 5 weeks at our Aldridge centre
- Designated safeguarding officer

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Course Overview

Work and interact directly with children on a day to day basis supporting the planning of and delivery of activities.

Role Overview

They will be responsible for supporting child initiated and adult led activities based around the needs and interests of each individual child, supporting children's learning through planned, purposeful play opportunities and educational programmes and working as part of a team to ensure each child feels safe and secure. An EYP will also support the observation and assessment of each child and contribute to their learning experiences and assist with the care needs of the individual child such as teeth, skin, hair, feeding, changing nappies and toileting under direction of a more senior member of the team.

Knowledge

- How children learn and the expected pattern of babies and children's development from birth to 5 years and their further development from ages 5 to 7. Areas of development include: cognitive, speech, language and communication, physical, emotional, social, brain development and literacy and numeracy.
- The importance to children's holistic development of, speech, language and communication, personal, social and emotional development, physical development and literacy and numeracy.
- The significance of attachment, the key person's role and how transitions and other significant events impact children.
- Safeguarding policies and procedures, including child protection and online safety.
- The legal requirements and guidance for, Health and safety and Security

Skills

- Support babies and young children through a range of transitions.e.g moving onto school, moving house or the birth of a sibling.
- Recognise when a child is in danger, at risk of serious harm or abuse and explain the procedures to be followed to protect them. Types of abuse including: domestic, neglect , physical, emotional, and sexual abuse.
- Identify risks and hazards in the work setting and during off site visits.relating to both children and staff.
- Extend children's development and learning through verbal and non-verbal communication.
- Use a range of communication methods to exchange information with children and adults.
- Use learning activities to support early language development.
- Work in ways that value and respect the developmental needs and stages of babies and children.

Behaviours

- Care and compassion
- Honesty, trust and integrity
- Positive work ethic
- Being team-focused
- Commitment
- Work in a non- discriminatory way
- Professional Practice



Professional Recognition and Progression

This qualification allows progression on to the Level 3 Early Years Educator qualifications and other relevant Level 3 qualifications relating to early years and child care



Typical Duration
12 Months



Funding Value
£4,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Professional discussion underpinned by portfolio
- Knowledge Test

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Highly trained professionals who play a key role in ensuring that young children learn and develop well and are kept healthy and safe.

Role Overview

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.

Knowledge

- The expected patterns of children's development from birth to 5 years, and have an understanding of further development from age 5 to 7.
- The significance of attachment and how to promote it effectively.
- How children's learning and development can be affected by their stage of development and individual circumstances such as moving school, birth of a sibling, family breakdown and adoption and care.
- The importance of promoting diversity, equality and inclusion, fully reflecting cultural differences and family circumstances.
- Systematic synthetic phonics in the teaching of reading, and a range of strategies for developing early literacy and mathematics.
- The current early education curriculum requirements such as the Early Years Foundation Stage.

Skills

- Promote equality of opportunity and anti-discriminatory practice.
- Provide learning experiences, environments and opportunities appropriate to the age, stage and needs of individual and groups of children.
- Encourage children's participation, ensuring a balance between adult-led and child-initiated activities.
- Support children's group learning and socialisation.
- Support children to manage their own behaviour in relation to others.
- Identify the needs, interests and stages of development of individual children.
- Carry out risk assessment and risk management in line with policies and procedures.
- Work co-operatively with colleagues and other professionals to meet the needs of babies and children and enable them to progress.

Behaviours

- Care and compassion
- Honesty, trust and integrity
- Positive work ethic
- Being team-focused
- Commitment
- Work in a non-discriminatory way
- Working practice take into account fundamental British values



Professional Recognition and Progression

Upon achievement of this qualification students will gain their licence to practise and it is intended that learners will be able to enter the workforce as Early Years Educators. Students can progress to the Level 5 Certificate for the Early Years Lead Practitioner or other higher level early years qualifications.



Typical Duration
18 Months



Funding Value
£7,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Knowledge Test
- Professional Discussion underpinned by the Portfolio

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Working directly with children, skilfully leading day to day practice.

Role Overview

The broad purpose of the occupation is to be a proactive and influential practitioner, working directly with children, skilfully leading day to day practice at an operational level. As active practitioners they are effective role models of play based learning, supporting others to develop their own practice. They are highly skilled professionals who take an operational lead for the care, learning and development of all young children plus staff within their care, adapting to individual needs providing inclusive and holistic provision.

Knowledge

- How individual children learn and develop from conception to 8 years in relation to typical and atypical neurological, cognitive, social, emotional, behavioural, communication and physical development within the social, cultural context and the impact of this on their future.
- Factors that have an impact upon health, well-being and early learning that can affect children from conception to 8 years.
- Current and contemporary schools of thought to enable respectful and nurturing personal care.
- Local and national child protection and safeguarding policies and procedures in practice, identifying when a child is at risk, and how to challenge in order to protect them.
- Theories of self-regulation, resilience and well-being and the impact of adverse early childhood experiences.

Skills

- Promote equality of opportunity and anti-discriminatory practice.
- Observe, assess, plan, facilitate and participate in play opportunities which include current curriculum requirements.
- Provide a dynamic, evolving and enabling environment that reflects the current interests, motivations, and play of individual and groups of children.
- Engage in effective strategies to develop and extend children's learning and thinking, including sustained shared thinking.
- Use reflection to develop themselves both professionally and personally to enhance their practice.
- Plan, carry out and guide appropriate physical care routines for individual children.
- Ensure the security and confidentiality of data, records and information in line with current legislation.

Behaviours

- Ethical, fair, consistent and impartial, valuing equality and diversity.
- Leaderful and motivating
- Person centred, friendly and approachable
- Positive and proactive member of the team
- Reflective practitioner.
- Flexible and adaptable
- Receptive and open to challenge and constructive criticism.



Professional Recognition and Progression

It is anticipated that students will be able to progress within the workforce or to Higher Education in a relevant subject area.



Typical Duration
24 Months



Funding Value
£8,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence
- Case study with report and presentation and questioning

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Supporting the class teacher to enhance learning.

Role Overview

An employee in this occupation will be responsible for delivering individual and small group teaching and adapting planning under the direction of a teacher; implementing safeguarding policies and safe practice; working effectively with other education professionals; promoting positive learning behaviours; and supporting the development of a safe and stimulating learning environment. They will work within a framework of national legislation regarding safeguarding, and within the policies and procedures of their individual education organisations.

Knowledge

- The importance of providing feedback.
- The learning resources available to support learners and how to use them.
- The stages of development for children and young people.
- The principles of target setting to support the next steps in learning.
- The impact of transition on learners and strategies to support them.
- The curriculum intent, how it is implemented, and the intended impact.
- Prevent, safeguarding and health & safety legislation, guidance, and procedures.
- Teaching strategies to deliver learning activities and interventions (for example, scaffolding, open questioning).
- How to adapt communication strategies to suit the audience and context.

Skills

- Apply strategies to support and encourage the development of independent learners.
- Adapt communication strategies for the audience and context.
- Apply behaviour management strategies in line with organisational policy.
- Adapt resources to support all learners.
- Communicate with teachers to ensure clarity of the TA's role.
- Apply teaching strategies to deliver learning activities or interventions.
- Build relationships with learners, teachers, other professionals and stakeholders.
- Comply with legislation, guidance, and procedures for Prevent, safeguarding and health & safety.
- Support the well-being and mental health of learners.
- Observe, record, and report on learners in line with organisational procedures.

Behaviours

- Act professionally and respectfully with the whole school community.
- Be a positive role model, upholding and exemplifying the organisation's values.
- Respect and promote equality, diversity, and inclusion.
- Be committed to improving their own delivery through reflective practice.
- Engage with research to establish best practice.
- Work collaboratively and constructively with the whole school community.



Professional Recognition and Progression

On completion of this qualification, you can gain a role supporting staff in schools. Also, progression to higher level Apprenticeships in teaching.



Typical Duration
18 Months



Funding Value
£7,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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Course Overview

Carrying out manufacturing activities on multiple products with different specifications consecutively.

Role Overview

The main 4 roles within this Apprenticeship will include:

- **Option 1:** Lean Manufacturing Operatives working within a Production/Assembly role will be able to meet the requirements of two different production/assembly processes or assignment.
- **Option 2:** Manufacturing Operatives working within an Inspection/Quality assurance role.
- **Option 3:** Manufacturing Operatives working within a Logistics/Material handling role
- **Option 4:** Manufacturing Operatives working within a Production processing/finishing role.

Knowledge

- **Health & Safety:** Relevant statutory, organisational and health and safety regulations relating to lean manufacturing operations and safe practices.
- **Environmental:** Compliance procedures/systems in line with regulatory requirements e.g. ISO 14001 or other relevant environmental standards.
- **Production:** Their individual roles and responsibilities within the organisation and the flexibility required to deliver products to meet customers costs/delivery targets/requirements e.g. Just in time (JIT).
- **Lean Manufacturing Operations:** Manufacturing standard operation procedures (SOPs) adherence and development of lean processes.
- **Quality Control:** Process equipment monitoring, data collection, error proofing and operating procedures e.g. ISO 9002 or other relevant quality standards.
- **Problem Solving:** The tools and methods of effective problem solving using data, reports and documents to resolve production related issues e.g. A3 report, graphs, matrices and escalate concerns.

Skills

- **Work Place Organisation:** Maintains and monitors the work site efficiently and effectively at all times using the elements of sifting, sorting, sweeping, spick & span (5's) within the lean manufacturing environment.
- **Communication:** Demonstrate communication skills which include oral, written, electronic (PC), information boards or visual displays to effectively share information
- **Problem Solving:** Demonstrate their ability to identify and resolve problems within the lean manufacturing environment using effective problem solving tools and techniques.
- **Health & Safety:** Work safely at all times, complying with health and safety legislation, regulations, and other relevant guidelines.
- **Lean Manufacturing Operations:** Demonstrate their skill and knowledge following SOPs and building their versatility across a number of processes and process areas.
- **Environmental:** Comply with environmental procedures and systems and contribute to the achievement of specific standards

Behaviours

- Punctual, reliable and takes responsibility for their own actions.
- Show respect for others, having regard for diversity and equality.
- Respond positively to change in the working environment.
- Integrates within the team and supports others.
- Can work independently and effectively in challenging situations.
- Maintains quality of work under pressure.
- An open and honest communicator.



Professional Recognition and Progression

Completion of this Lean Manufacturing Operative (Level 2) Apprenticeship can lead to progression opportunities into the following careers: Engineering Technician. Team Leader.



Typical Duration
12 Months



Funding Value
£6,000



Training Method
Blended

End Point Assessment:

End Point assessment for Apprenticeships is completed between 30-90 days of completion.

Assessment Methods:

- Observation with question & answer
- Professional discussion

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

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ADVANCED LEARNER LOAN

LEVEL 3 **EARLY YEARS** EDUCATOR QUALIFICATION

AVAILABLE FOR ANYONE **19+** WHO IS CURRENTLY **WORKING WITHIN EARLY YEARS OR LOOKING TO KICK START THEIR CAREER** IN THIS SECTOR.

Key information

- ✓ Nothing to pay until you're earning £25,000 per year or above.
- ✓ Support visits to your workplace from our skills coaches
- ✓ Gain an accredited Level 3 qualification, equivalent to an A Level
- ✓ Not employed within this sector? We can help support you to find an employer.

Early Years Breakdown

Apprenticeships

Eligibility: Available for anyone* 16+.

Duration: 12-18 Months

Course Delivery: 6 Hours per week off the job requirement per week.

Required to study and achieve English & Maths Level 2 prior to End Point Assessment.

Minimum of 30 working hours a week. (Apprenticeship extended if less hours worked)

Dedicated Skills Coach.

Reviews every 10 weeks.

Feedback provided to employers.

Cost: Up to 100% fully funded training.

£1000 Incentive available when taking on a 16-18 year old.

Advanced Learner Loan

Eligibility: Available for anyone* 19+. Employed or unemployed. Eligibility not dependent on income or credit checks.

Duration: 12 Months

Course Delivery: Remote delivery in the workplace.

Minimum of 7.5 hours per week work experience over a 12 month period.

Required to attend a remote 2 hour workshop per month with allocated Skills Coach and participate in 5 workplace observations. Must have access to a PC, laptop or tablet.

Monthly meetings with Skills Coach along side self-directed study.

Not required to study Maths and English as part of this course.

Cost: £2583 (Repayment only payable by the candidate once earning over £25K)

Commercial

Eligibility: Available to anyone 16+, where training is fully funded by an employer.

Duration: 12 Months

Course Delivery: Remote delivery in the workplace.

Minimum of 7.5 hours per week work experience over a 12 month period.

Required to attend a remote 2 hour workshop per month with allocated Skills Coach and participate in 5 workplace observations. Must have access to a PC, laptop or tablet.

Monthly meetings with Skills Coach along side self-directed study.

Not required to study Maths and English as part of this course.

Cost: £1600 payable prior to commencement of the course.

Self-funded

Eligibility: Available for anyone 19+ who would like to self-fund this qualification.

Duration: 12 Months

Course Delivery: Remote delivery in the workplace.

Minimum of 7.5 hours per week work experience over a 12 month period.

Required to attend a remote 2 hour workshop per month with allocated Skills Coach and participate in 5 workplace observations. Must have access to a PC, laptop or tablet.

Monthly meetings with Skills Coach along side self-directed study.

Not required to study Maths and English as part of this course.

Cost: £1600 payable prior to commencement of the course or in monthly installments.



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