



A complete guide to

APPRENTICESHIPS



RUNSHAW
COLLEGE





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Welcome to Runshaw

Runshaw College has spent forty years growing into a thriving community, where each person is valued and able to flourish.

We are renowned nationally for our outstanding results, friendly and supportive culture and focus on learners' needs, endeavouring to ensure that our students are happy and fulfilled during their time at the College. We value our staff and students highly, and invest heavily in their development, support and well-being, making us one of the UK's leading and award winning colleges.

In our most recent inspection, Ofsted judged our students' **'Behaviour and Attitudes'** and **'Personal Development'** to be **'Outstanding'**

Apprentices

Why choose Runshaw?

As a Runshaw apprentice, you will be well looked after. We are highly regarded for the level of support we offer and apprentices can expect full access to all of our facilities in the same way as full-time students. Out of the workplace, our trainers will work with you as you progress to ensure you are provided with a tailor-made learning programme. This is designed to be fully supportive of your needs, enabling you to progress steadily and ultimately be successful in your apprenticeship.

You will also have regular contact with our industry-led trainers, who will help track and assess your progress in the workplace. A personal learning mentor will be assigned to you, helping you overcome and remove any barrier to success. This is because our aim is simple. We want to ensure that you are happy, fulfilled and given the best start in your future career as possible.

We take great pride in our well established apprenticeship programme here at Runshaw. We will work hard to provide you with the training and support necessary to enable you to become an asset to any business and gain the skills to succeed in the world of employment.

- On the job **training**
- **Qualifications**
- Professional, **industry-led** teams of trainers
- A **debt free** way to achieve
- A **salary**
- Outstanding achievement rate across **all programmes**

Employers

Why choose Runshaw?

Our dedicated apprenticeship Team at Runshaw will work hard to help you source the best apprentice for your business by understanding your business needs and sourcing enthusiastic and motivated candidates. We take great pride in our apprenticeship programmes and will provide the training and support necessary to enable your apprentice to become an asset to your company.

By choosing to work with us, we can help add value to your business and provide you with:

- A dedicated, professional team of staff and industry-led Trainers
- A wealth of experience providing the successful delivery of a wide range of apprenticeships, validated by our proven track record
- Excellent levels of advice, support and guidance for both you and your apprentice
- A free vacancy matching service to source motivated and enthusiastic candidates wishing to both gain qualifications and employment
- Continued support and updates of any important changes to the National Apprenticeship Programme
- Proactive efforts to ensure that the best and most up to date apprenticeships are available for your business



What is an Apprenticeship?

An apprenticeship is a job with training that enables an apprentice to gain qualifications and essential skills whilst working. It is a fantastic way for individuals to bridge the gap between fulltime education and the world of employment. Apprenticeship programmes can also be used to upskill or re-train current employees.

An apprentice will work alongside experienced staff in the workplace to gain hands-on experience and the skills needed for their chosen career.

Apprentices will be required to work typically 30 hours per week and will study the relevant theory to complement their practical experience. This will help the apprentice gain the skills, knowledge and behaviours required for their chosen pathway and may potentially enable them to achieve other nationally recognised qualifications such as NVQ Certificates or Diplomas. Apprenticeships will normally last anywhere between 12- 36 months with higher level apprenticeships taking longer.

Apprenticeships are currently available at three levels with many offering the opportunity for progression at Runshaw:

Level 2 – Intermediate Level Apprenticeships

Level 3 – Advanced Level Apprenticeships

**Level 4/5 – Higher Apprenticeships
(equivalent to a Foundation Degree)**

If an applicant does not currently hold GCSE A*-D / 9-3 or equivalent, they may also be given the opportunity to study Functional Skills in English and maths alongside their apprenticeship - this will be determined through an initial assessment and diagnostic. Applicants will only be able to undertake an apprenticeship if they are in a suitable job role which includes the necessary competencies for them to demonstrate all aspects of the assessment criteria.



Employers

What are the benefits of hiring an apprentice?

Hiring an apprentice is a productive and effective way to grow talent and develop a motivated, skilled, and qualified workforce.

86% of employers said apprenticeships helped them develop skills relevant to their organisation

78% of employers said apprenticeships helped them improve productivity

74% of employers said apprenticeships helped them improve the quality of their product or service

Other benefits of working with apprentices include:

- you can adapt their training according to the needs of your business
- they're motivated to learn new skills
- you can expand and upskill your workforce

*Statistics taken from National Apprenticeship Service



Apprentices

What are the benefits of doing an apprenticeship?

There are lots of great reasons to become an apprentice, here are just a few of them!

Skills, knowledge & behaviours

An apprenticeship is all about developing new skills, knowledge, and behaviours within your chosen sector. Whether you stay with your employer on completion, study at a higher level or train in a new area, many of these new skills will be transferable and set you up for life!

Real job benefits

As an apprentice, you will have a contract of employment with the employer which could typically include all regular employee benefits such as holiday allowance, bank holidays, pensions and continuous professional development (CPD).

Earn as you learn

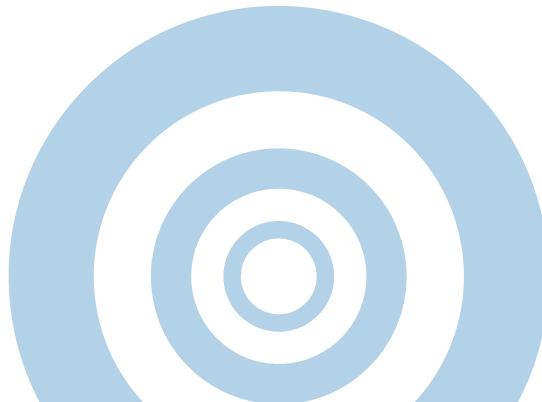
As an apprentice, you will 'earn as you learn'. Although salaries will vary by employer, if you are under the age of 19 or in the first 12 months of your apprenticeship, you are entitled to at least the National Apprenticeship Minimum Wage. You will also be paid during any 'off-the-job-training'. Some employers may pay more than National Apprenticeship Minimum Wage. For information on National Minimum wages please visit: <https://www.gov.uk/national-minimum-wage-rates>

Fee free qualifications

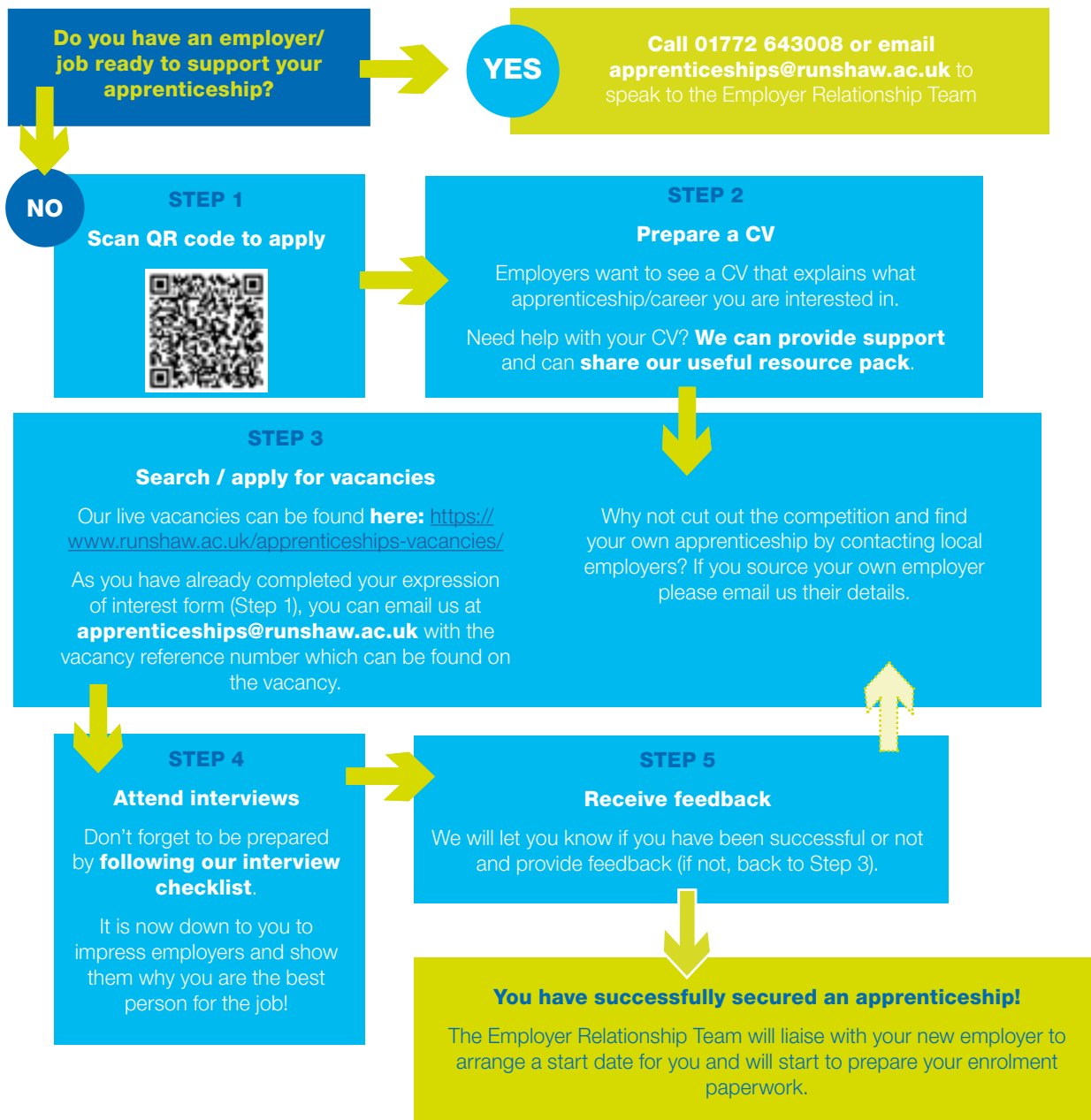
Apprenticeships are becoming a popular alternative to university for students wishing to begin a career whilst continuing their education. Unlike a university course, you will not have to pay for your qualifications during your training as the costs are covered by either the Government or your employer.

Employability & career prospects

Your Apprenticeship will give you nationally recognised qualifications and key skills which will be hugely beneficial to career progression and future employability prospects.



How to become an apprentice



CV preparation

In the current job market it is vital to get your CV noticed and read. It is essential to identify your skills and your potential worth to a prospective employer.

The information below is designed to assist you in collecting your information, presenting your information, **what to do** and **what not to do**.

TIPS

Do:

- Keep it relevant and current
- Word process your CV
- Ensure there are no spelling mistakes
- Ensure it is clear and concise
- Be honest!
- Put your most recent job history first
- Get someone to check it before you submit it!

Do not:

- Make it longer than 2 pages of A4
- Exaggerate your skills and achievements
- Forget to accompany your CV with a letter of application (if sending direct to the employer)
- Use too many different font styles

Include the following information

- Full name, address, postcode and telephone number (include dialling code)
- Personal statement – include your skills, abilities and career goals
- Education – include school / college, subjects and grades achieved
- Employment history – most recent employment first, include dates (month and year) job title and duties. Also include any work experience and voluntary work.
- Additional information – driving licence, Duke of Edinburgh Award, sports achievements, and positions of authority such as being a student council member, school prefect, or form representative
- Interests – be genuine, don't just list interests, expand into a sentence e.g. "I enjoy swimming and have achieved my gold personal survival award".

Should you need help completing your CV, please let us know. We can share our useful resource pack with you and direct you to online sources too!

Entry requirements

What are the requirements?

Anyone living in England*, aged over 16 and not in full-time education can apply to become an apprentice, whether you are just leaving school, have been working for years or simply looking to start a new career. If you are already employed, you can also apply to become an apprentice as part of your Continuous Professional Development with your existing employer.

Formal qualifications are not always essential to becoming an apprentice, entry requirements do vary between courses and the level of study. Most employers however, often require applicants to hold GCSE A*-D/9-3 or equivalent in maths and English. As part of the application process, you will also need to provide us with a completed CV and be willing to attend an interview which will often be requested by employers.

All applicants will undertake an initial assessment for maths and English. If you do not hold formal qualification a full maths and/or English diagnostic assessments will be carried out under exam conditions to determine your suitability.

You may also be required to follow a set dress code or uniform whilst in the workplace and show a willingness to work either as an individual or as part of a team. Most importantly of all however, you must show a commitment to your apprenticeship throughout.

*Subject to meeting eligibility requirement set by the ESFA



Off the job **training**

An apprentice needs to undertake **‘off the job training’** as a mandatory requirement of an apprenticeship, as set out in the apprenticeship funding rules.

What is ‘off the job training’?

Off-the-job training is defined as learning which is undertaken outside of the normal day to day working environment and leads towards the achievement of the apprenticeship. This can include training that is delivered at the apprentice’s normal place of work but must not be delivered as their normal working duties.

The minimum duration an apprenticeship is 30 hours per week or more including any off the job training. If the apprentice works less than 30 hours you must extend the minimum duration proportionally to take this into account. (taken from apprenticeship funding rules).

| What ‘off the job training’ could include? | What does not constitute ‘off the job training’? |
|---|--|
| It MUST be directly relevant to the apprenticeship standard | Enrolment/Induction |
| Teaching or theory lectures | Diagnostic assessment or prior assessment |
| Simulated exercises/Role play | English and maths (up to level 2) – this is funded separately |
| Online learning e.g webinars/blended learning (online and physical) | Progress reviews or on programme assessment needed for the apprenticeship standard |
| Manufacturer training e.g new equipment or technologies | Off the job training ONLY delivered by distance learning |
| Practical training | Training that takes place outside paid working hours |
| Work shadowing/receiving mentoring | 1 -1 meetings with mentor/line manager |
| Industry visits/visiting other companies/suppliers/ departments | |
| Attendance at competitions | |
| Time spent by the apprentice writing assessments/ assignments | |

How do I enrol an **apprentice**?

To enrol an apprentice in partnership with Runshaw College as your designated training provider, please call our **Employer Relationship Team** now on **01772 643008** or email **apprenticeships@runshaw.ac.uk**. This is your first step towards hiring an apprentice, the following information will provide you with a step-by-step guide. If you are looking to **up-skill an existing staff member** through an apprenticeship, the same process will apply, except for the need to carry out interviews. A great way to develop your workforce!

Enrolling an apprentice

1. Initial contact with our Employer Relationships Team who will guide you through the process.
2. Completion and return of the 'Vacancy Pro-forma' – Recruit an apprentice. This will enable us to learn exactly what you're looking for and ensure we match the right candidates to the right apprenticeship.
3. Register for an account on the Digital Apprenticeship Service.
4. Signing of The Service Level Agreement.
5. A Health & Safety appraisal (issued by Runshaw) must be completed by the employer before any apprentice starts.
6. We will offer you potential apprentices, screened and selected, for your vacancy and consideration (at this stage, you may wish to begin interviewing candidates with a view to making a job offer).
7. Once you have interviewed and selected a suitable candidate and your offer is accepted, we will arrange a sign up meeting to complete additional documents and enrol the learner onto the apprenticeship programme.
8. Apprentice enrolled and on their exciting apprenticeship journey with you!
9. Once the enrolment is complete a Runshaw Trainer will arrange the first visit with you and your new apprentice.



Your questions answered

What are my responsibilities as an employer?

Below are some of the responsibilities that you will be expected to fulfil with regards to hiring an apprentice.

These responsibilities may include, but are not limited to:

- Paying your apprentice an agreed upon wage (must at least meet the National Apprenticeship Minimum Wage)
- Providing employment and the necessary training for the duration of the apprenticeship
- Allowing off-the-job training*
- Releasing the learner to attend training sessions if required
- Providing a safe workplace
- Showing commitment to equal opportunities
- Providing a written contract of employment and induction programme
- Providing a suitable member of staff to undertake the role of a mentor, tutor or witness to the learners competence
- Attending learner 8 weekly progress reviews
- Releasing the learner to attend the functional skills hub if required
- Allowing the learner to attend 4 weekly visits with their Trainer
- Appointing a safeguarding lead

Should you need further explanation of any of the above points, please call our Employer Relationship Team on **01772 643008** or email **apprenticeships@runshaw.ac.uk**

*vital for the apprentice to be certificated at the end of their programme

Health and Safety

All employers should take all the necessary steps to ensure the health, safety and welfare of all persons participating in training is of the same standard as the company is required to do in relation to its employees under current Health and Safety legislation. Basic health and safety documentation and safety arrangements should be in place and monitored. These include employers liability insurance, accident book, first aid facilities, fire precautions and where appropriate risk assessment and safety policies.

Our responsibility

- Using competent staff to verify that you can provide a healthy, safe and supportive learning environment by conducting a health and safety appraisal.
- Provide a safe and healthy working environment for apprentices at all times during off-the-job training.
- Provide health and safety training for apprentices to raise their awareness of hazards in the workplace.
- Check apprentices' understanding of health and safety risk awareness.
- Investigate any accidents involving apprentices within the workplace and agree preventative action.

Employer responsibility

- Ensure the health, safety and welfare of apprentices and bring your policy statement to their attention.
- Comply with health and safety legislation.
- Provide initial and ongoing health and safety training in the workplace for apprentices.
- Assess the risks to which apprentices are exposed at work and apply the general principles of prevention.
- Report any accidents involving the apprentice immediately to the Trainer and allow investigation of the circumstances.

Apprentice responsibility

- Follow all safety procedures, policies and systems to maintain a positive safety culture.
- Ensure all accidents, incidents and near misses are reported to your line manager.
- Act in a safe and reasonable manner at all times.
- Follow the correct safety procedure in each task performed to ensure safe practices are adhered to.
- If unsure of any safety procedure, seek advice from supervisor / manager.



Delivering the apprenticeship

Planning Meeting - Individual Learning Plan

Once enrolled, the apprentice will be assigned a Trainer, who will be in contact to arrange a planning meeting with the employer and apprentice. During this first meeting the employer and apprentice will set out and agree upon an individual learning plan. This will take into consideration the apprentices starting points against the skills, knowledge, and behaviours for the apprenticeship standard as well as any prior learning that may exist from their previous job role, including any functional skills requirements that they may have. This will be an opportunity for the employer to tailor the apprenticeship and to discuss training needs within the organisation.

Having planned the training programme, the employer will work together with Runshaw College to deliver the training required to develop the apprentices' skills and help them achieve to their full potential.

The majority of our apprenticeships are delivered fully within the workplace itself. Throughout the apprenticeship the employer must give the apprentice time to carry out 'Off the Job Training' which involves them spending time on their portfolio, attending external events, role related training, shadowing staff within the workplace and much more.

Induction

Within the first 6 weeks, the apprentice will complete an Induction on our Moodle site: this will cover topics such as:

- Prevent
- British Values
- Online Safety
- Health and Safety
- Equality and Diversity
- Apprenticeship Programme support

4 Weekly Visits

The Trainer will then arrange to visit the apprentice in the workplace every 4 weeks to support them throughout the apprenticeship journey, set assignments for any embedded qualification, set SMART targets for them to improve their skills, knowledge and behaviours and supporting them in logging quality 'Off the Job Training' logs. They will also start preparing for End Point Assessment very early within the apprenticeship. Please note these visits can be remote via MS Teams, Zoom or 9 telephone calls and on some occasions the visit can be booked in a classroom at the College if a face-to-face meeting is needed and this cannot take place at the employer's premises.



Delivering the apprenticeship (continued)

8 Weekly Progress Reviews

The Trainer will arrange a meeting with the employer and apprentice every 8 weeks to complete a progress review. This is a valuable opportunity for all parties to measure progress made against the skills, knowledge, and behaviours and this is captured on record by the completion of a skills scan on the apprentices' student portal. This three-way partnership ensures that the apprentice receives the best possible training experience, as well as ensuring the right training opportunities are provided within the workplace to allow them to further develop. At a progress review there will be an opportunity to check the following: -

- Apprentices distance travelled against their starting points on the apprenticeship standard
- Apprentices functional skills development within the workplace and against any required exam/s (maths & English)
- Apprentices professional learning/ professional development (Off-the-job Training)
- Apprentices progress withing their job role
- Apprentices progress towards End Point Assessment

Preparation

During this meeting SMART targets will be set, and full feedback provided. We find that by having Employers/Line Managers fully engaged in every aspect of an apprenticeship journey, that the apprentice gains an enhanced experience of skills development.

Gateway

Once the apprentice has reached the minimum duration of the programme, completed a portfolio, Off the Job Training record and achieved functional Skills Maths and English if applicable, they have reached gateway. At this point the employer will start to prepare for End Point Assessment – then we will consider if the apprentice is ready to pass through the 'gateway' to sit the End Point Assessment (EPA). This is discussed fully and agreed at a progress review meeting with the employer, the trainer & apprentice.

End Point Assessment

All Apprenticeships now include an End Point Assessment (EPA). These are designed to test the knowledge, skills and behaviours that an apprentice has gained during their training. Each Apprenticeship programme has its own unique EPA which demonstrates the competence of

an apprentice in their role. EPA methods include knowledge tests, real work projects, a professional interview with the awarding body and live practical demonstrations. What the End Point Assessment (EPA) will consist of will depend on what apprenticeship standard the apprentice is enrolled on. The Trainer will fully support the apprentice in preparing for End Point Assessment. This usually takes approx. 3 months to fully complete. These are graded assessments carried out by an external awarding body, the apprentice could achieve a pass, merit or distinction. Full details of all Apprenticeship Standards and Assessment Plans can be found on this Government Website:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

Off the Job Training

Under the apprenticeship rules, each apprentice needs to undertake 'off the job training' as part of their programme. As part of their training, apprentices need to log a stipulated number hours in off the job activities, which will be carried out as part of their weekly working hours, this time can be used gaining new knowledge and skills by the following methods: The teaching of theory (for example: lectures, role playing, simulation exercises, online learning or manufacturer training) Practical training: shadowing, mentoring, industry visits and participation in competitions Learning support and time spent writing assessments/ assignments.

Further Guidance can be found on the government website - <https://www.gov.uk/government/publications/apprenticeships-off-the-job-training>



Responsibilities relating to your apprenticeship journey

Our responsibility

- Provide help and advice on planning workplace training and learning activities for the apprentice.
- Be aware of the learning activities that are already taking place within the workplace.
- Provide appropriate off-the-job training sessions to support the skills that the apprentice is developing in the workplace, in order that they can achieve their qualification and Apprenticeship Standard.
- Keep both apprentice and Line Manager fully engaged in regular 8 weekly progress reviews of apprentice progress against all aspects of the Apprenticeship.

Apprentice responsibility

- Attend all on and off-the-job training and appointments made with the Trainer or provide adequate notice should an appointment need to be cancelled.
- Co-operate with the Trainer in meeting targets set out in the Individual Learning Plan.
- Promptly notify the Trainer should any problems occur which may hinder progress toward completion of the Individual Learning Plan.

Employer responsibility

- To help apprentices develop their knowledge, skills and behaviours by providing a wide range of learning and training opportunities within the workplace.
- Allow apprentices to attend off-the-job training sessions at the agreed times.
- Help apprentices to put into practice what they have learnt during off-the-job training sessions.
- Give apprentices time in the workplace to complete required college work.
- Initiate a meeting with us if you have any concerns about any aspect of the training delivery.

Our courses

Runshaw College offer a range of apprenticeships from Level 2 to Level 5. The level you will study will depend on previous experience, current qualifications and the job role you are employed to do.

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Business & Professional Services

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**Please review our most
up to date courses by
scanning the QR code**

Disclaimer - Although course details are correct at the time of printing, they may be subject to change or amendment. Each apprenticeship programme has its own entry requirements. There may be an option to complete a BKSB assessment if you do not meet the entry requirements.

Accounts/Finance with AAT Level 2



An Accounts/Finance Assistant is an integral part of the team responsible for maintaining an efficient and accurate finance department within a business. The Accounts/Finance Assistant is responsible for assisting the team of accountants with junior accounting duties. An Accounts/Finance Assistant's work could include basic bookkeeping activities, working with sales and purchase ledgers, running calculations to ensure that records and payments are correct, recording of cash and data entry. Accounts/Finance Assistants can work in almost any sector.

Within the offer from Runshaw College you will gain additional professional qualifications within this Apprenticeship which are: Association of Accounting Technicians (AAT) qualification.

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent. The ability to word process under time constraints.

Career Development:

Once qualified you could be hired as a level 3 Assistant Accountant Apprentice, Accounts Clerk, Cashier, Finance Assistant, Credit Control Clerk, Sales Ledger Clerk.

Main learning objectives



Understanding your organisation



Accounting systems & processes



Basic accounting



Ethical standards

Duration:

12 months plus
1 week, + 3
months End Point
Assessment (EPA)

EPA

structured
interview with
awarding body &
exams

Assistant Accountant AAT Level 3

An Apprenticeship in accounting will enable you to actively participate in the running of a business by learning and assisting with its financial activities, such as invoicing, sales ledgers, taxes and payroll. You will initially begin as an assistant accountant and help a business plan and manage their money, so you must be methodical, efficient, and discreet at all times. You are likely to be office based and working in a finance department as part of a larger organisation, or in a small accountancy firm. This will give you exposure to a number of other businesses and offers good opportunities for both career and study progression. You will also be awarded with an AAT certificate in accounting.

Within the offer from Runshaw College you will gain additional professional qualifications within this Apprenticeship which are: Association of Accounting Technicians (AAT) qualification.

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent AND a Pass at Level 2 AAT Certificate in Accounting or a Level 2 Accounting qualification from another awarding body OR A Level Accounting at A*-C. The ability to word process is essential.

Career Development:

Once qualified you could be hired as a Professional Accounting Taxation Technician Level 4 Apprentice, Accounts Clerk, Cashier, Finance Assistant, Credit Control Clerk, Sales Ledger Clerk.

Main learning objectives



Analysis



Produces quality and accurate information



Problem solving



Business awareness



IT systems and processes



Financial accounting and reporting

Duration:

15 months, + 3 months End Point Assessment (EPA)

EPA

includes a synoptic end test, a portfolio and a professional discussion



Professional Accounting Taxation Technician AAT Level 4

Individuals in the role of Professional Accounting will have responsibility for creating, and / or verifying and reviewing, accurate and timely financial information within the organisation in which they are employed or on behalf of another organisation. This will be performed in order to meet relevant ethical, professional and legal standards, and will utilise the individual's knowledge of the business systems and processes, as well as standard accounting and tax practices. This role may exist in an accounting practice, a professional services company, HMRC or the accounting function of a business or other organisation.

A Professional Tax Technician will be required to have knowledge and understanding of the core elements of personal taxation and accounting principles. They will be required to prepare tax calculations, prepare government forms, understand and comply with filing deadlines, and document client paperwork. Depending on their role they will also have specialist knowledge in other areas of taxation, for example Business Compliance, VAT, Inheritance Tax, Trusts and Estates and Corporate.

Within the offer from Runshaw College you will gain an additional professional qualification within this Apprenticeship which is: Association of Accounting Technicians (AAT) qualification.

Entry Requirements:

5 x GCSE A*-C / 9-4 including GCSE English and Maths at at A*-C / 9-4 or equivalent & an AAT L3 or equivalent level Accounting qualification.

Career Development:

Once qualified you could be employed as an Assistant Auditor, Assistant Management Accountant, Expenses Supervisor, Senior Financial Officer Credit Control Clerk, Tax Investigations Officer, Personal Tax Assistant and Business Tax Assistant.

Main learning objectives

- Management account budgeting
- Management account decision and control
- Financial statements
- Professional level synoptic
- Credit management
- Cash and treasury management
- External auditing
- Personal tax

Duration:

18 months, + 3 months End Point Assessment (EPA)

EPA

includes a portfolio, reflective statement and a role simulation

Business Administration Level 3

A Business Administration Apprenticeship will give you the knowledge, experience and essential skills required to enable the smooth day-to-day running of a business or organisation. You will learn and be responsible for a variety of administrative tasks, such as record and document production, emails and faxes and answering phone calls. These duties will require you to work as both an individual or as part of a team. You will engage with different parts of your chosen organisation along with internal and external customers which will help you develop a wide range of valuable skills such as IT proficiency, communication, initiative and problem solving.

Additionally, this Apprenticeship will provide you with a wealth of experience and a range of transferable skills which may present you with the opportunity to work almost anywhere and in a variety of sectors. With the knowledge, skills and behaviours you will learn during this Apprenticeship, it is an excellent and logical starting point for those seeking to move into management and offers good career and study progression.

Entry Requirements:

5 x GCSE A*-D / 9-3 which must include GCSE English and Maths at A*-C / 9-4 or equivalent.

Career Development:

Once qualified you could be employed as a Business Advisor, Business Development Manager, Office Manager, Level 3 Team Leader or Supervisor Apprentice, Level 4 Data Analyst Apprenticeship, Level 6 Business Leadership and Management Degree.



Main learning objectives



Support a business administrator's role in the workplace



Principles of business administration



Managing performance



Communication in a business environment



Project management



ICT for business

Duration:

15 months, + 4 months End Point Assessment (EPA)

EPA

includes a knowledge test, portfolio-based interview and a project/improvement presentation



Customer Service Practitioner Level 2

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 or digitally. 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.

As a Customer Service Practitioner you may be the first point of contact and work in any sector or organisation type. Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Optional units - depending on job role:

1. Sales environment
2. Administration environment
3. Contact centre environment
4. Retail environment
5. Social media environment

Entry Requirements:

4 x GCSE A*-D / 9-3 which must include GCSE English and Maths at A*-C / 9-3 or equivalent.

Career Development:

Once qualified you could be employed as Customer Service Advisor, Technical Support Representative, Social Media Customer Care Associate, Law Assistant, Client Relations Associate, Patient Care Coordinator.

Main learning objectives



Recognition of regulations and legislation within own organisation



Contribute to customer focused experience



Manage customer expectations



Provide customer service



Principles of business

Duration:

12 months plus
1 week, + 4
months End Point
Assessment (EPA)

EPA

includes an
'Apprentice
Showcase' to provide
examples of work, a
practical observation
and a professional
discussion

Customer Service Specialist Level 3

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 a first point of call for complicated or ongoing customer problems.

As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and IT systems to carry out your role. This could be in many types of environment including contact centres, retail, web chat, service industry or any customer service point. We introduce all our learners to insight of customer service. We also have bespoke in house training tailored made to employer needs.

Optional units - depending on job role:

1. Team leading
2. Retail operations
3. Planning and implementation of a sales campaign(s)
4. Marketing management
5. Use of social media in own organisation
6. Project management
7. Coaching and mentoring – exam

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent.

Career Development:

Once qualified you could be employed as Customer Service Advisor, Technical Support Representative, Social Media Customer Care Associate, Law Assistant, Client Relations Associate, Patient Care Co ordinator.

Main learning objectives



Customer service legislation, regulation, policies and procedures



Business knowledge and understanding in a customer service environment



Effective team working



Brand, image and reputation



Developing self

Duration:

15 months, + 4 months End Point Assessment (EPA)

EPA

includes an 'Apprentice Showcase' to provide examples of work, a practical observation and a professional discussion

Team Leader/Supervisor Level 3

As a team leader/manager apprentice you will have the responsibility of managing a team, managing projects and delivering operational plans. While roles may be different depending on what your job role is the knowledge, skills and behaviours will remain the same.

While completing this level 3 course you will gain knowledge and understanding of managing yourself and others, problem solving and decision making, building relationships

As part of the offer from Runshaw College you will gain an additional professional qualification within this Apprenticeship – ILM Diploma for Managers level 3.

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent.

Career Development:

Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, Shift Manager or Management Degree.

Main learning objectives

- Management of self
- Self-awareness
- Problem solving and decision making
- Leading people
- Managing people
- Building relationships
- Communication

Duration:

15 months, + 4 months End Point Assessment (EPA)

EPA

includes a portfolio of evidence, presentation with questions and answers, professional discussion with the awarding body

HR Support Level 3

This Level 3 Apprenticeship is the entry route for a career in HR. The HR Support Apprenticeship is ideal for those wishing to pursue a career in Human Resources, or wishing to specialise in this field or gain management responsibilities. Anyone interested in this career should expect to learn and regularly apply a host of HR solutions towards various challenges and situations that may occur as well as provide relevant advice to departments within their organisation.

This Apprenticeship will give you good experience in the various HR disciplines and relevant legislation and policies, as well as various ways to link the work that you do towards the priorities of the business in order to develop or introduce best practices to the organisation. There are also excellent opportunities available for progression within this sector due to HR being an integral part of every business.

Within the offer from Runshaw College you may gain an additional professional qualification within this Apprenticeship which is: Chartered Institute of Personnel and Development (CIPD) qualification, CIPD places are limited.

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent. All apprentices must have 1.5 - 2 years' experience of working in an office environment, or a L3 business, team leading or customer services qualification.

If applicants do not hold the necessary grades or experience, there may be potential of a trainer interview to determine suitability.

Career Development:

Once qualified you could be employed as Human Resources Officer, Recruitment Consultant, Training and Development Officer, Employee Relations Adviser, Life/Career Coach, Level 5 HR Consultant/Partner Apprenticeship.



Main learning objectives



Delivering front line HR support



Guidance to managers and employees



Dealing with a range of responsibilities from recruitment to retirement



Changes in policy, law or legal risks

Duration:
18 months, + 4 months End Point Assessment (EPA)

EPA
includes a consultative project and a professional discussion with the awarding body



Manager (Departmental / Operations) Level 5

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.

Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Delivery Model:

The delivery model is suitable for all learners as it is fully remote with optional drop in sessions every Wednesday 14:00-17:00 for assignment support.

Entry Requirements:

5 x GCSEs A*-C / 9-4 including Maths and English or equivalent. Competent computer skills (qualification not required) and in a position that aligns with a management role.

Career Development:

Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

Main learning objectives



Digital etiquette



Basic marketing principles



Written communication



Build and implement digital campaigns



Research, development, delivery and analysis of campaigns



Web analytics, search engine optimisation

Duration:

18 months, + 5 months End Point Assessment (EPA)

EPA

includes a portfolio, real life work projects, employer reference and structured interview

Early Years Practitioner Level 2

As an apprentice in the early years sector, you will be starting a fulfilling career working with children. In your job role you will be working in an early year's setting such as a nursery while you complete your training. You will be an employed member of staff and will have responsibilities such as planning engaging activities for children's learning, safeguarding children, and providing professional care.

The apprenticeship will educate you in the early year's curriculum, child development, safeguarding, important legislation, planning and assessment techniques.

The qualification you will gain with your Apprenticeship is CACHE Level 2 Diploma for Early Years Practitioner.

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent.

Career Development:

Once qualified you could be hired as a level 2 Early Years Practitioner, progress onto level 3 Early Years Educator, progress onto level 3 Teaching Assistant.

Main learning objectives



Supporting child development



Safeguarding, protection and welfare



Health and safety of babies and young children



Responsibilities of the early years practitioner



Planning and delivering activities and purposeful play



Partnership working

Duration:

15 months, + 4 months End Point Assessment (EPA)

EPA

includes a professional discussion underpinned by a portfolio and a knowledge test

Early Years Educator Level 3

The Level 3 Early Years Educator Apprenticeship is a natural progression from level 2 Early Years Practitioner. As an Early Years Educator you will remain employed in an early year's setting such as a nursery but you will build upon your knowledge and have more responsibilities in your role by having a group of key children.

Through the course you will build on the knowledge gained in level 2 and will gain a deeper understanding of child development by looking at different theories and how to put these into practice. In order to complete this course, you will need to complete paediatric first aid training. Candidates needs to be caring, honest, reliable, patient, friendly, use own initiative, have good communication skills, be practical and a problem solver.

The qualification you will gain with your Apprenticeship is CACHE Level 3 Diploma for the Early Years Educator (EYE).

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent.

Career Development:

Room leader, SENCO, Safeguarding Lead, Deputy Manager, Manager, EYFS curriculum lead, progression to higher level qualifications, Teaching Assistant, Social Work, Play Therapist, Family Support Worker.

Main learning objectives



Understand legislation



Safeguarding, protection and welfare of children



Planning, observation and assessment



Promote child development



Plan, lead and review play opportunities



Developing children's skills

Duration:

20 months, + 4 months End Point Assessment (EPA)

EPA

includes a professional discussion underpinned by a portfolio and a knowledge test

Teaching Assistant Level 3

The level 3 Teaching Assistant apprenticeship will provide you with the training to start your career in school. You may work with children in primary or high schools, while you will learn about different curriculums depending on the age of the children that you work with. The fundamental knowledge, skills and behaviours that you learn will remain the same.

As a teaching assistant you will work in the classroom directly with the children to assist the teacher and the children in class. You will support children's learning and ensure their health and safety at all times, you will learn how to safeguard children, legislation, policies and procedures that schools and their staff must adhere to.

Entry Requirements:

4 x GCSE A*-D / 9-3 including GCSE English at A*-C / 9-4 and Maths at A*-D / 9-3 or equivalent.

Career Development:

Progression to Higher Level Teaching Assistant qualification, progression onto a Teaching Degree, Specialised Teaching Assistant such as SEND or EYFS.



Main learning objectives



Child and young person development



Safeguarding and welfare of children and young people



Assessment for learning



Health and safety



Promote positive behaviour



Equality, diversity and inclusion

Duration:

20 months, + 4 months End Point Assessment (EPA)

EPA

includes a practical observation with questions and answers, a professional discussion underpinned by portfolio

How are apprenticeships funded?

I. Apprenticeship Levy Information

The Apprenticeship Levy, introduced in May 2017, has now replaced all taxpayer funding of apprenticeships for both public and private sector companies of all sizes and is designed to help employers fund apprenticeships and boost overall productivity. The information below should therefore provide both levy and non-levy payers with a basic overview of the levy and its effect on employers.

All employers

- To help support and incentivise apprenticeships, the government will also make a payment of £1000 should you hire an apprentice aged between 16-18 or an apprentice aged 19-24 who has previously been in care.

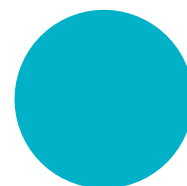
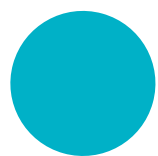
Levy Paying employers

- If you are a business with an annual payroll exceeding £3 million, then you will be required to pay the levy.
- The amount payable will be 0.5% of your total payroll and is taken through your monthly PAYE payments.
- You will be required to pay 100% of the training costs for an apprentice, regardless of age.

- The government will provide you with a 10% top-up to your monthly funds entering your Digital Apprenticeship Service Account (DAS). These funds can then be spent on apprenticeship training through an approved provider such as Runshaw.
- You will have 24 months from the moment your levy funds enter your DAS account to spend it on apprenticeship training before they will expire. Although this process is automatic, you will be reminded and given plenty of notice to spend these funds before expiration.

Non-Levy Paying employers

- If you are a business with an annual payroll less than £3 million, then you will not be required to pay the levy.
- Should your business have 50 employees or more, over a 365 day period, you will be required to make a 5% contribution towards the costs of training. However, if you hire an apprentice aged 19-24 who has previously been in care, the government will provide 100% of their funding.
- If your business has less than 50 members of staff and employs an Apprentice aged 16-18, the apprenticeship training will be 100% government funded. However, you will still be required to pay the apprentice a salary.





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