



# Apprenticeships

## Course Outlines



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## About GTG Training

With training facilities in Glasgow, Edinburgh and Wolverhampton, GTG has over 40 years' experience in delivering training and education. We have been awarded many accolades for delivery of our apprenticeship programmes over the years, most recently 'Learning Provider of the Year' at the Scottish Modern Apprenticeship Awards.

With the approval of many prestigious bodies such as SQA, IMI and City and Guilds, we've cemented our position as one of the UK's most innovative, experienced and qualified training establishments.

Our state-of-the-art training facilities deliver first-class training to apprentices, offering the latest in cutting-edge training technology. Our centres also boast an on-site café, ample free parking and easy accessibility by public transport.

We strive to provide students with the best learning environment in which to develop their skills, together with full-time employment opportunities to help them go even further.







#### What is an apprenticeship and what will it do for your company?

An apprenticeship is a structured learning pathway that helps employees learn new skills while they work towards gaining a qualification. Apprenticeship programmes offer a great solution when you are succession planning for your business and provides a route to retain and upskill current staff or bring fresh new talent into your company.

Our apprenticeship programmes are in high demand as they offer a great alternative to Further/Higher Education and a chance for participants to earn while they learn. Apprenticeships can be tailored to suit the needs of your business, and in most cases training will take place within the workplace and at one of our centres. There are some exceptions: Our Business Services and Parts apprenticeship programmes are designed to be delivered only within the workplace.

To make sure the apprenticeship programme is right for you and the apprentice, an in-depth training plan is devised that's agreed to by the apprentice, employer and GTG before training takes place.

Employers who have invested in apprentices are extremely positive about the experience. 96% say those who undertook an apprenticeship programme were able to carry out their job role and study without any reduction in output. They also recognised and praised the programmes for improving productivity, product quality, social interaction, self-esteem and staff morale.

#### How an apprenticeship can benefit your business:

- The average apprentice can deliver productivity gains of over £10,000 per year.
- Apprentices bring in fresh ideas and energise other employees.
- Apprenticeships result in a more skilled and loyal workforce.
- The best part? You'll know you helped someone get into employment.

GTG apprenticeships are aimed at individuals who are capable of achieving the set standards against their chosen apprenticeship at Level 2 and above.

#### How long will it last?

Course durations vary. Apprenticeships within Business Services can take between 12 and 18 months to achieve, while Transport courses take around a year and Automotive courses will take up to 3 years to achieve.

#### Apprenticeship Levy

The Apprenticeship Levy was created by the Government to fund and facilitate a complete reform of the quality, quantity and range of apprenticeship programmes – and to increase the number of people in training and employment. The levy was implemented on 6th April 2017. Employers with a wage bill of more than £3m contribute a tax of 0.5% via PAYE. Currently this new levy only applies to approximately 2% of employers across the UK.

If this criteria applies to you, you may have some questions about apprenticeship programmes, employing an apprentice, upskilling current staff, levy payments and what it all means for your business – please don't hesitate to contact us to find out more.

GTG has been successfully added to the Register of Apprenticeship Training Providers, which means from May 2017 we have been approved to provide apprenticeship programmes in England to levy-paying employers. We also have a direct contract with Skills Development Scotland and are approved to deliver apprenticeship programmes to all employers in Scotland.

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# Automotive





## Light Vehicle Maintenance and Repair

### Overview

The Light Vehicle Maintenance and Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

A motor vehicle technician services and repairs light vehicles and works either in dealerships that focus on a particular manufacturer, or for an independent garage that deals with many different makes of vehicles. They work on all systems found within the vehicle. The nature of work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment.

### Manufacturer's standard of training for the independent sector

The Light Vehicle Maintenance and Repair apprenticeship provides prospective light vehicle technicians with the necessary skills and knowledge to carry out the role of an automotive technician.

### Structure of qualification

Employers within the automotive retail industry have designed a new approved Apprenticeship Standard for technicians who service and repair light vehicles. This standard will replace the current SASE Level 3 framework and will attract government funding.

Our Light Vehicle Maintenance and Repair apprenticeship is designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to workplace good housekeeping.
- Ensuring your own actions reduce risks to health and safety.
- Maintaining positive working relationships.
- Materials, fabrication, tools and measuring devices used in the automotive environment.
- Inspection of light vehicles.
- Diagnosing and rectifying chassis units and components.
- Diagnosing and rectifying vehicle engine and component faults.

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.





## Heavy Vehicle Maintenance and Repair

### Overview

The Heavy Vehicle Maintenance and Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

A Heavy Vehicle (HV) technician services, inspects and repairs heavy vehicles, categorised by the Department of Transport as category N2 or N3, and associated trailers, with the associated ancillaries. They work in either a dealership that focuses on a particular manufacturer or for an independent garage, franchise or large fleet operator that deals with many different makes of vehicles. They work on all the systems found within the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment.

### Manufacturer's standard of training for the independent sector

The Heavy Vehicle Maintenance and Repair apprenticeship provides prospective heavy vehicle technicians with the necessary skills and knowledge to carry out the role of an automotive technician.

### Structure of qualification

Our Heavy Vehicle Maintenance and Repair apprenticeship is designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to housekeeping
- Reducing risks to health and safety
- Maintaining working relationships
- Using tools and equipment in motor vehicle engineering
- Facilitating individuals' learning and development
- Inspecting commercial vehicles
- Diagnosing and rectifying commercial vehicle engine and component faults
- Diagnosing and rectifying motor vehicle

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.





## Bus and Coach Engineering and Maintenance

### Overview

The Bus and Coach Engineering and Maintenance apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

A Bus and Coach Technician will predominantly inspect, diagnose, repair and test equipment and systems on buses and coaches from different manufacturers. At the point of recruitment, a specific trade would be selected, e.g. mechanical, electrical, coachbuilder or MechElec (a combination of mechanical and electrical). Engineering technicians work on all systems of the vehicles in respect of their specific trade. The work ranges from performing simple tasks, like replacing a part, to solving complex faults often using diagnostic equipment.

### Manufacturer's standard of training for the independent sector

The Bus and Coach Engineering and Maintenance apprenticeship provides prospective bus and coach technicians with the necessary skills and knowledge to carry out the role of an automotive technician.

### Structure of qualification

Our Bus and Coach Engineering and Maintenance apprenticeship is designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to safe working practices in Bus/Coach Engineering and Maintenance
- Achieving effective working relationships with colleagues
- Conducting the inspection of buses/coaches
- Carrying out scheduled mechanical maintenance on buses/coaches
- Carrying out scheduled electrical maintenance
- Diagnosing and repairing mechanical faults in bus/coach systems and components
- Diagnosing and repairing electrical faults in bus/coach systems and components

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.

## Vehicle Accident Body Repair

### Overview

The Vehicle Accident Body Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Vehicle Accident Body Repair apprenticeship provides prospective body repair and alignment technicians with the necessary skills and knowledge to carry out the role of an automotive technician.

### Structure of qualification

Our Vehicle Accident Body Repair apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to housekeeping in motor vehicle environments
- Reducing risks to health and safety
- Maintaining working relationships
- Using of hand tools and equipment in motor vehicle engineering
- Removing and replacing motor vehicle body panels
- Repairing major motor vehicle exterior body panels
- Identifying and rectifying motor vehicle body misalignment
- Motor vehicle body MIG/MAG welding operations
- Motor vehicle body resistance spot welding operations
- Motor vehicle body MIG brazing operations

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.





## Vehicle Accident Repair Paint

### Overview

The Vehicle Accident Repair Paint apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Vehicle Accident Repair Paint apprenticeship provides prospective paintwork technicians with the necessary skills and knowledge to carry out the role of a vehicle paint technician.

### Structure of qualification

Our Vehicle Accident Repair Paint apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to housekeeping
- Reducing risks to health and safety
- Maintaining working relationships
- Preparing metal and pre-painted surfaces
- Establishing defects on motor vehicles
- Spot repair on motor vehicles
- Carrying out blend/fade out repair
- Edge to edge repair
- Mixing and matching colours for motor vehicles
- Advanced colour matching for motor vehicles

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.

## Vehicle Parts Operations

### Overview

The Vehicle Parts Operations apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Vehicle Parts Operations course provides prospective parts employees with the necessary skills and knowledge to carry out the role of supporting customers and working in modern, fast-paced workshops.

### Structure of qualification

Our Vehicle Parts Operations apprenticeship can be government-funded and is designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Contributing to housekeeping
- Reducing risks to health and safety in the motor vehicle environment
- Maintaining working relationships
- Giving vehicle parts operations customers a positive impression of yourself and the organisation.
- Following procedures and identifying and reporting security risks
- Correctly selecting and issuing motor vehicle parts
- Receiving and storing vehicle parts
- Processing orders for non-stock motor vehicle parts
- Processing payment transactions
- Carrying out stock control within a vehicle parts operation
- Participating in motor vehicle parts stocktaking activities
- Monitoring and solving customer service problems
- Processing returned goods and materials in a vehicle parts environment

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.





## Vehicle Accident Repair Mechanical, Electrical and Trim (MET)

### Overview

The Vehicle Accident Repair Mechanical, Electrical and Trim (MET) apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The MET apprenticeship provides prospective vehicle fitting technicians with the necessary skills and knowledge to carry out the role of a fast-fit technician.

### Structure of qualification

Our Automotive MET apprenticeship can be government-funded and is designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Contributing to housekeeping in motor vehicle environments
- Reducing risks to health and safety
- Maintaining working relationships
- Removing, renewing and refitting electro mechanical and electronic components
- Removing and reinstating complete vehicle electro mechanical and electronic systems and assemblies following accident damage
- Stripping vehicles to assess the extent and type of damage
- Removing, renewing and refitting trim fittings directly linked to safety systems
- Handling automotive refrigerants
- Motor vehicle body mechanical fastening operations

### How will the student be taught and assessed?

The apprentice will attend GTG Training's purpose-built motor vehicle workshop on a block release basis. As part of the programme the employer and training provider will assess the progressive development via assessments at the end of Gateway's 1 and 2. The final End Point Assessment will consist of on-line knowledge, practical skills tests and a professional discussion.

### About the programme

When studying a motor vehicle qualification, the apprentice will be assessed and reviewed regularly to ensure apprentices achieve the required skills to successfully complete their apprenticeships. Candidates are expected to complete their apprenticeships within 36 months.



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# Transport





## Large Goods Vehicle (LGV) Driver Level 2

### Overview

The Large Goods Vehicle (LGV) Driver Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Large Goods Vehicle (LGV) Driver Level 2 apprenticeship provides LGV drivers with a qualification demonstrating they possess the skills and knowledge required to carry out the role of an LGV driver to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

### Structure of qualification

Our Large Goods Vehicle (LGV) Driver Level 2 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Road safety practices, procedures and legislation – including good vehicles and working time restrictions and vulnerable road users.
- Vehicle safety and preparation – including checks and inspection, defect reporting and load security.
- Safe and fuel-efficient driving (SAFED) techniques – including restricted space manoeuvres and using public and private roads.
- Transport planning – including route selection and vehicle selection.
- Using industry-recognised systems and technology – including adaptive braking, hand-held scanners, on-board telematics and tachographs.
- Communicating effectively with colleagues and customers – including customer service and establishing reports.
- Health and safety practices, procedures, regulations and legislation within a supply chain environment.

### How will the student be taught and assessed?

The apprentice will be assessed through practical observations in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace and will attend GTG's purpose-built training facility to complete their LGV Licence acquisition.

### About the programme

Candidates for the Large Goods Vehicle (LGV) Driver Level 2 apprenticeship must hold a valid UK category B driving licence in order to access this apprenticeship and they must be 18 years old by the time they are ready to gain their provisional vocational licence. The apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment.





## Supply Chain Operator Level 2

### Overview

The Supply Chain Operator Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Supply Chain Operator Level 2 apprenticeship provides prospective warehouse operatives with the necessary skills and knowledge to carry out the role of a supply chain operator.

### Structure of qualification

Our Supply Chain Operator Level 2 apprenticeship is designed for candidates who do not hold a formal qualification within the Supply Chain industry. Examples of units covered are:

- Supply chain practices and processes, including modes of transport, industry structures, technology and systems.
- Communicating effectively with colleagues, customers, third party carriers and other organisations – including telephone, face-to-face and email communication.
- Using industry-recognised systems and associated services.
- Monitoring the use of equipment and machinery.
- Time and process management, including achieving objectives and reviewing and improving methods of working.
- Specialist removal operative or traffic office skills.
- Health and safety practices, procedures and regulations within a supply chain environment.

### How will the student be taught and assessed?

The apprentice will be assessed through practical observations in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace.

### About the programme

This qualification is for those who are currently working in or who wish to work in a transport and logistics industry as a Supply Chain Operator. This is an entry-level apprenticeship which provides the foundation knowledge skills and experience for the role of Supply Chain Operator within occupational areas in the supply chain industry. They will be taught a range of core knowledge and core skills and the apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment.

## Supply Chain Practitioner Level 3

### Overview

The Supply Chain Practitioner Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Supply Chain Practitioner Level 3 apprenticeship provides prospective supply chain practitioners with the necessary skills and knowledge to carry out the role to a professional standard.

### Structure of qualification

Our Supply Chain Practitioner Level 3 apprenticeship is designed for candidates who do not hold a formal qualification in the supply chain industry. Examples of units covered are:

- Key legislation
- IT
- Continuous improvement management and problem solving
- Procurement
- Forecasting
- Customer Service
- Logistics
- Project management
- Safe working

### How will the student be taught and assessed?

The apprentice will be assessed through practical observations in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace.

### About the programme

This qualification is for individuals working in a logistics environment aiming to gain the skills and knowledge needed to become a competent and confident Supply Chain Practitioner. They will be taught a range of skills, knowledge and behaviours. The apprenticeship duration is typically around 30 months for new entrants to complete prior to taking the end-point assessment.





## Supply Chain Warehouse Operative Level 2

### Overview

The Supply Chain Warehouse Operative Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Supply Chain Warehouse Operative Level 2 apprenticeship provides prospective warehouse operatives with the necessary skills and knowledge to carry out the role of a warehouse operative.

### Structure of qualification

Our Supply Chain Warehouse Operative Level 2 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Warehouse practices and processes – including deliveries, dispatch, maintaining records, moving stock, packing and storing goods.
- Using warehouse equipment, machinery and vehicles – including mechanical racking systems and materials handling equipment (MHE) such as forklifts and pallet trucks.
- Using basic IT – including barcoding, data capture, radio and warehousing management software and systems.
- Communicating effectively with colleagues, customers, third party carriers and other organisations.
- Health and safety practices, procedures and regulations within a warehouse environment – including safe driving and operating techniques and working safely at heights.

### How will the student be taught and assessed?

The apprentice will be assessed through practical observations in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace.

### About the programme

This qualification is for those who are currently working in or who wish to work in a transport and logistics industry as a Warehouse Operative. The aim of this programme is for the candidate to obtain a Mechanical Lift Assistance licence and to be able to develop and demonstrate the skills of a professional warehouse operative. The apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment.



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# Business Services





## Business Administrator Level 3

### Overview

The Business Administrator Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Business Administrator Level 3 apprenticeship provides members of staff working in an administrative position with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

### Structure of qualification

Our Business Administrator Level 3 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

### Skills

- IT
- Record and document production
- Decision making
- Interpersonal skills
- Communications
- Quality
- Planning and organisation
- Project management

### Knowledge

- The organisation
- Value of their skills
- Stakeholders
- Relevant legislation
- Policies
- Business fundamentals
- Processes
- External environment factors

### Behaviours

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

### About the programme

This qualification is for those who are currently working in or who wish to work in an administrative position and would like to certify their competence in administrative skills. They will be taught a range of core knowledge and core skills and the apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment. The apprentice will undertake vocational training and will be assessed through practical observations in the workplace.





## Customer Service Practitioner Level 2

### Overview

The Customer Service Practitioner Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Customer Service Practitioner Level 2 apprenticeship provides customer focused staff with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

### Structure of qualification

Our Customer Service Practitioner Level 2 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

### Skills

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenges

### Knowledge

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Your role and responsibilities
- Customer experience
- Product and service knowledge

### Behaviours

- Self-development
- Being open to feedback
- Team working
- Equality
- Presentation
- 'Right first time'

### About the programme

This qualification is for those who are currently working in or who wish to work in an administrative position and would like to certify their competence in administrative skills. They will be taught a range of core knowledge and core skills and the apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment. The apprentice will undertake vocational training and will be assessed through practical observations in the workplace.





## Customer Service Specialist Level 3

### Overview

The Customer Service Specialist Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Customer Service Specialist Level 3 apprenticeship provides customer focused staff with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

### Structure of qualification

Our Customer Service Specialist Level 3 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

### Skills

- Business focused service delivery
- Providing a positive customer experience
- Working with your customers
- Customer service performance
- Service improvement

### Knowledge

- Business knowledge and understanding
- Customer journey
- Customer insight
- Customer service culture and environment awareness

### Behaviours

- Self-development
- Ownership and responsibility
- Team working
- Equality
- Presentation

### About the programme

This qualification is for those who are currently working in or who wish to work in an administrative position and would like to certify their competence in administrative skills. They will be taught a range of core knowledge and core skills and the apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment. The apprentice will undertake vocational training and will be assessed through practical observations in the workplace.





## Team Leader / Supervisor Level 3

### Overview

The Team Leader / Supervisor Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Team Leader / Supervisor Level 3 apprenticeship provides customer focused staff with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

### Structure of qualification

Our Team Leader / Supervisor Level 3 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

#### Interpersonal excellence

- Leading people
- Managing people
- Building relationships
- Communication

#### Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

#### Personal effectiveness

- Self-awareness
- Self-management
- Decision making

#### Organisational performance

- Operational management
- Project management
- Finance

### About the programme

This qualification is for those who are currently working in or who wish to work in an administrative position and would like to certify their competence in administrative skills. They will be taught a range of core knowledge and core skills and the apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment. The apprentice will undertake vocational training and will be assessed through practical observations in the workplace.

## Retailer Level 2

### Overview

The Retailer Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

### Manufacturer's standard of training for the independent sector

The Retailer Level 2 apprenticeship provides customer focused staff with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

### Structure of qualification

Our Retailer Level 2 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Customer
- Business
- Financial
- Marketing
- Communication
- Sales and promotion
- Product and service
- Brand reputation
- Merchandising
- Stock
- Technical
- Team
- Performance
- Legal and governance
- Diversity
- Environment

### About the programme

This qualification is for those who are currently working in or who wish to work in an administrative position and would like to certify their competence in administrative skills. They will be taught a range of core knowledge and core skills and the apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment. The apprentice will undertake vocational training and will be assessed through practical observations in the workplace.





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