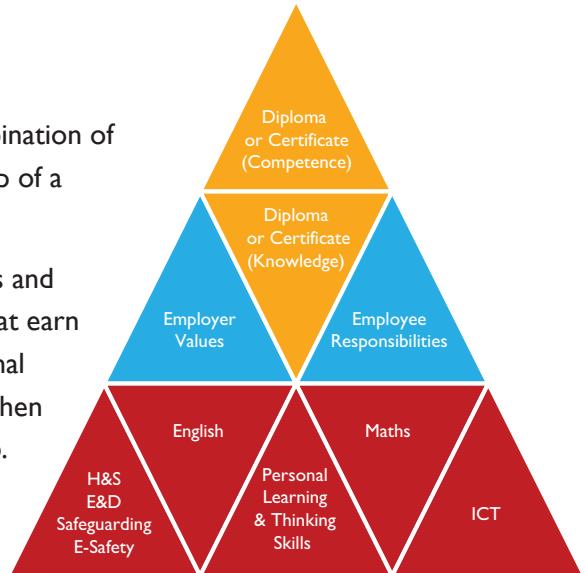


## Guide to Apprenticeships

### What is an Apprenticeship?

An apprenticeship is a work based training programme which is a combination of on the job learning within a structured qualification framework made up of a Diploma and Functional Skills.

These courses can help you develop your knowledge and practical skills and improve your CV by gaining recognised, accredited UK qualifications that earn you learning achievement credits. You will be assigned your own personal tutor, receive training on site and be assessed at work. Your tutor will then plan monthly activities to include training workshops based on your job.



### How does it work?

Most of the courses are run over 12 monthly tutorial sessions with additional workshops but this depends on the type of course chosen and your experience and ability.

You will also be able to work towards functional skills certificates in English, Maths and ICT.

These courses are supported by funding and may be offered without charge to eligible employees. To take the next step you should alert your manager and contact TSP Learn direct using the contact details below.

### Am I eligible?

Apprenticeships are designed specifically for those who wish to combine working and earning whilst learning a professional skill. Use our checklist below to see if you are eligible!

#### Eligibility Quick Check:

- I will be working on average 30 hours or more per week.
- I am ordinarily resident in the UK and have been a UK/EU/EEA resident for 3 years preceding my course.
- I am not at school, college or university.

For information, advice and guidance contact TSP Learn:

Tel: 01451 810 387 | Email: [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk) | Twitter [@tsplearn](https://twitter.com/tsplearn) | [www.tsplearn.co.uk](http://www.tsplearn.co.uk)

## Intermediate and Advanced Management - Level 2 & Level 3

The aim of the level 2 programme is to provide insight into the principles and processes of Management and Leadership and to aid career progression. This qualification is designed for those who lead a team and are responsible for its performance. The level 3 Management course will develop your skills to include planning, allocating and monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service. This course is relevant to anyone who has a leadership role as part of their work.

## Business and Administration - Level 2 & Level 3

The term “administration” covers roles that involve organising people and resources, including, assistants, secretaries, administration assistants, planners and schedulers. This course has a wide selection of units to focus on developing your skills in your administrative support area. The advanced level course is designed for employees who work at a higher level and without direct supervision. At this level you will identify opportunities to improve the business by developing administration systems and suggesting improvements.

## Customer Service - Level 2 & Level 3

The aim of the level 2 in Customer Service is to enable you to understand how customer service delivery and legislation affects customer expectations. This qualification is designed for those who have, or will have, frequent direct contact with customers as part of their job role. The level 3 Customer Service course is designed for employees who will be delivering and managing customer service and working without direct supervision. You will look to enhance the business by offering a positive influence at work, delivering excellent service, motivating others to enhance their performance.

## Retail - Level 2

This course is aimed at those who are working in a retail environment. The course covers areas such as helping customers to choose products, dealing with customer queries and processing payments in a range of retail environments. Units also cover handling stock and deliveries, receiving, storing and picking stock for the sales floor.

## Warehouse - Level 2

This course is aimed at those who have roles in a warehouse, logistics, store room environment as a Warehouse Operative or similar. The course covers areas such as supervising the receipt, storage, dispatch and return of goods, checking stock, moving and handling goods and ensuring health, safety and security.

## IT User Skills - Level 2

This framework is suitable for those who are using IT within their role. The course covers understanding the potential of IT, developing personal and team effectiveness using IT and internet safety. There are a wide range of optional units that cover subjects including: using mobile devices, using email, word processors, spreadsheets, presentation software and specialist software.

## Facilities Services including Cleaning, Security and Facilities Management – Level 2 & Level 3

Facilities Services focuses on the support services that are essential to maintain the smooth running of any large facility or area of maintained property. The advanced course Facilities Management is particularly relevant for first line managers and supervisors working in the facilities management environment. In addition to Health and Safety, Efficiency and Developing Customer Relations there are optional unit pathways in areas such as Cleaning or Security. Specific pathway apprenticeships in Cleaning Support Services and Providing Security Services are also available at level 2.

## Fitness Instructor & Personal Trainer - Level 2 & Level 3

These courses are the industry standards. They help you to gain knowledge and experience as a fitness professional. You will be covering areas such as anatomy and physiology, the principles of exercise and fitness and planning, preparing and instructing gym based exercise. The personal trainer course will build on the level 2 and include areas such as developing, designing and adapting personal training programmes with clients including advice on nutrition and activity.

## Take the next step . . . How do I apply?

You should discuss this with your line manager and contact TSP Learn direct using the contact details below. TSP Learn will check your eligibility for funding and make arrangements to start your programme.

**Any further questions? You can call us on 01451 810 387 or send an email to [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk)**