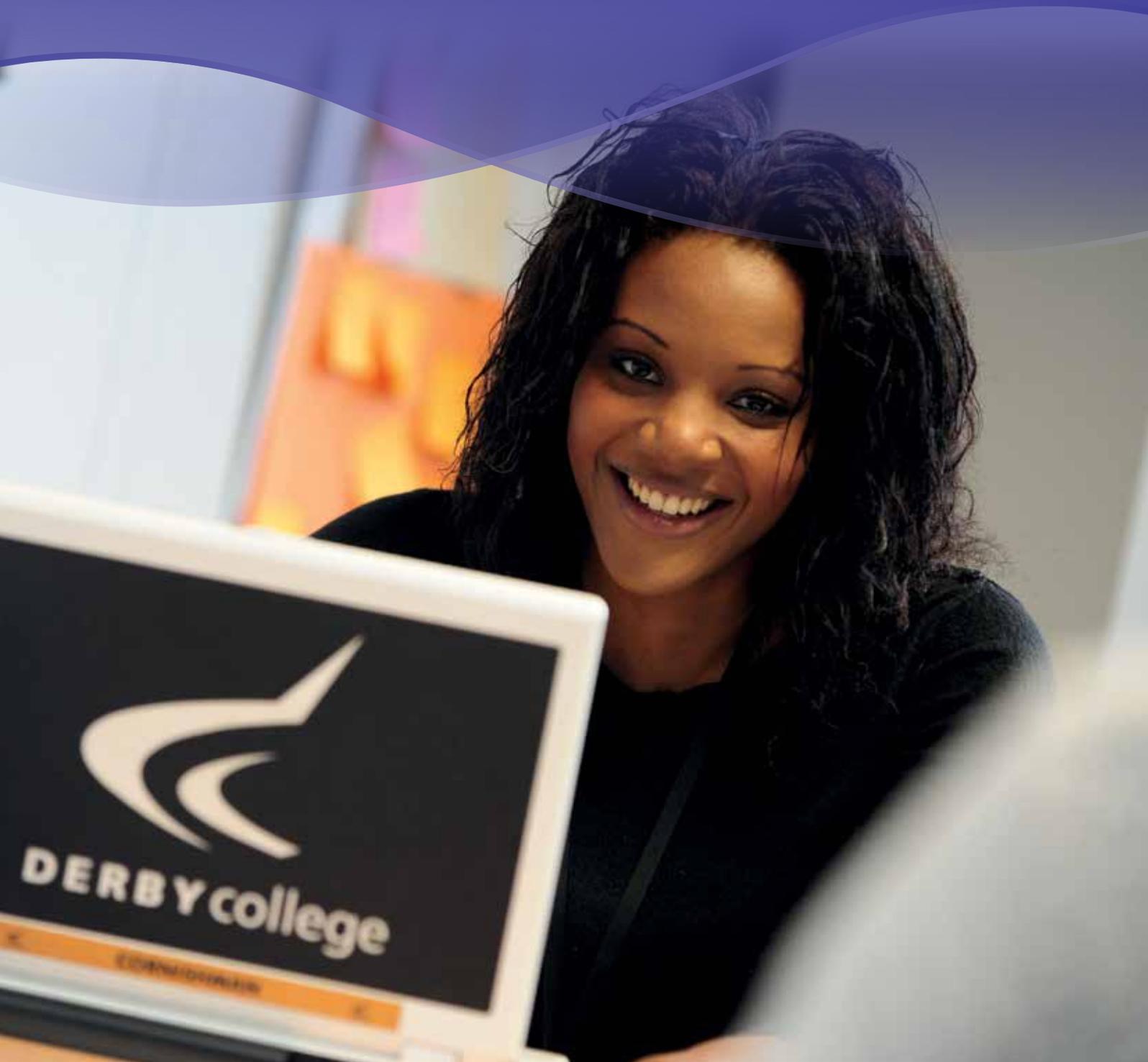




Apprenticeships in Business and Management



A real business bonus

Apprenticeships are good for business. Enthusiastic and hard-working, apprentices can make all the difference in helping organisations to improve their efficiency and productivity.

How we can help

Derby College has vast experience of working with employers large and small across all sectors. We recruit and train apprentices for the vital roles on which every organisation relies – such as accounting, business and administration, customer service, team leading and management.

Our apprenticeship programmes are all about training a new generation of business professionals – creating rewarding career options for young people and exciting training opportunities for existing employees.

Benefits for the employer

Apprentices deliver real, measurable benefits – filling your skills gaps while boosting your organisation's efficiency and competitiveness. As your apprenticeship training partner, Derby College will help you to:

- Match the right candidate with the right job
- Invest in a more professional, skilled and sustainable workforce for the future
- Solve your staff recruitment and retention problems – in a cost-effective way
- Introduce new technologies and techniques to meet market demand
- Benefit from flexible training which dovetails with your own working schedules and business needs.

Apprentices are widely regarded as eager, reliable and loyal to their company – and you can train them to suit your own workplace procedures and systems.

Benefits for the apprentice

As a business apprentice, you'll gain the skills and qualifications to get ahead in your career. You will:

- Earn while you're learning, with paid holidays
- Work for a real employer in a real job with training
- Gain a recognised qualification respected worldwide
- Enjoy excellent career progression opportunities.

What you learn on your apprenticeship will make you a highly skilled, resourceful and versatile individual – with scope to work in many different sectors. The possibilities are endless.

The Derby College difference

We have a strong track record in running high-quality business and management courses. Apprentices trained by Derby College will:

- Be inspired by industry-experienced teaching staff who have great contacts in many different sectors
- Gain broader horizons – with the chance to hear from inspirational guest speakers, take part in enterprise competitions and contribute to projects in the community
- Enjoy clear routes to higher level and management programmes: we offer HNC and HND Business courses which can broaden an individual's career scope and boost their promotion prospects.



The average person completing an apprenticeship increases productivity by

DID YOU KNOW? **£214** a week

leading to greater profits, lower prices and better products



Source: National Apprenticeship Service

Intermediate Apprenticeship in Accounting

Number of years: **1**

Location: **Workplace and Roundhouse Campus**



Course summary

This apprenticeship advances your development as a prospective accountant. You will acquire in-depth skills and knowledge, equipping you to work with greater autonomy and to take on extra responsibility in your job within the finance environment.

Entry requirements

For a Level 2 qualification, you will need GCSE grades A-D in English and Maths. You will be required to attend an interview prior to your enrolment on the course. In addition to good literacy and numeracy skills, you will need to be well motivated and self-disciplined.

Course content

- Preparing final accounts for partnerships and sole traders
- Cash management
- Providing cost and revenue information
- Preparing and completing VAT returns
- Professional ethics in accounting and finance
- Spreadsheets

How will I be assessed?

You will be assessed via online exams plus assessment visits that include observations, personal reports, written questions and professional discussions.

Are there any additional costs or is specialist equipment required?

You need accountancy books as appropriate. If you are over 19 years of age, your employer may be required to make contributions to the cost of your training.

What can I do after the course?

Further study

You can progress to another course at a higher level or a complementary course at the same level.

Careers

You can continue to develop your career in various financial industries. You will be gaining more experience within your current job role at work, and will possibly be given more responsibility.

DID YOU KNOW? **96%** of employers who take on apprentices report benefits to their business



Source: National Apprenticeship Service



Natasha Thomas

Navigating a customer service career

As a Customer Service apprentice, Natasha Thomas sailed into a new career with classic narrow boat company Avante.

Her placement with the Willington firm – which involved helping run the office, liaising with customers from around the world, inspecting the boats and even driving them occasionally under supervision – led directly to the offer of a full-time job.

Natasha's success was supported by the NVQ in Customer Service she took at Derby College during her placement.



I knew I wanted to work in customer service but in a role that was a bit different. I love this job. No day is ever the same and there's always so much variety. My Derby College tutor was really encouraging and regularly came to see me at Avante to go through my course work.



Intermediate Apprenticeship in Business and Administration

Number of years: **12-15 months**

Location: **Workplace**



Course summary

You'll gain the sound skills base to play an important support role in any organisation, regardless of the sector in which you ultimately work. This apprenticeship is a strong foundation for a rewarding career, boosting your confidence, abilities and promotion prospects.

Entry requirements

You will need GCSE grades A-D in English and Maths and you will require an interview before enrolling. In addition to having good literacy and numeracy skills, you must be well motivated and self-disciplined.

Course content

There are six mandatory units:

- Communication in a business environment
- Understand employer organisations
- Principles of providing administrative services
- Principles of business document production and information management
- Manage personal performance and development
- Develop working relationships with colleagues

There are also optional units and you will complete Functional Skills in Mathematics, English and ICT, and Personal Learning and Thinking Skills. You will be required to achieve – or already hold – Functional Skills at Level 1 (or the GCSE equivalent) but will have the opportunity to work towards Functional Skills at Level 2.

How will I be assessed?

You will be assessed on and off the job. You will have the opportunity to attend workshops covering various subjects to allow you to complete parts of the Diploma qualification.

Are there any additional costs or is specialist equipment required?

No

What can I do after the course?

Further study

You may be able to progress to the Advanced Business and Administration Apprenticeship or perhaps consider a Customer Service or Management course.

Careers

You will be gaining more experience within your current role at work and can continue to progress your career in an office, business or management environment.

Advanced Apprenticeship in Business and Administration

Number of years: **12-18 months**

Location: **Workplace**



Course summary

This apprenticeship provides a solid foundation of skills for anyone who has autonomy within an administrative role. You'll be equipped with the knowledge and understanding you need to enhance your role, profile and status within any type of business or organisation.

Entry requirements

You will need GCSE grades A-C in English and Maths and will require an interview before enrolling on this course. In addition to good literacy and numeracy skills, you will need to be well motivated and self-disciplined.

Course content

There are five mandatory units:

- Communicate in a business environment
- Manage personal and professional development
- Principles of business communication and information
- Principles of administration
- Principles of business

There are also optional units and you will complete Functional Skills at Level 2 in Mathematics, English and ICT, and Personal Learning and Thinking Skills.

How will I be assessed?

You will be assessed on and off the job. You will have the opportunity to attend workshops covering a number of subjects and offering hands-on support to enable you to complete parts of your Diploma qualification.

Are there any additional costs or is specialist equipment required?

No

What can I do after the course?

You may wish to consider Level 3 qualifications in fields such as Customer Service and Management or other routes of self-development.

Careers

The course will help you to advance your career in an office or administrative environment and to broaden your role to include elements such as team leading and customer service.

Intermediate Apprenticeship in Customer Service

Number of years: **12-15 months**

Location: **Workplace**



Course summary

This apprenticeship covers the skills needed to provide excellent customer service – essential to any organisation's success. It will serve you well in many industries, enhancing your knowledge and allowing you to reflect on your experience to improve your personal development.

Entry requirements

For this Level 2 qualification, you will need GCSE grades A-D in English and Maths. You will be required to attend an interview before enrolling. In addition to having good literacy and numeracy skills, you will need to be well motivated and self-disciplined.

Course content

There are two mandatory units:

- Communicate using customer service language
- Follow the rules to deliver customer service

There are also optional units and you will complete a Technical Certificate at Level 2; Functional Skills at Level 1 in Mathematics and English; and Personal Learning and Thinking Skills. You will be required to achieve – or already hold – Functional Skills at Level 1 (or the GCSE equivalent) but will have the opportunity to work towards Functional Skills at Level 2.

How will I be assessed?

You will be assessed on and off the job where you will be given dedicated mentors to support and guide you through your qualification. Day release options will be discussed with you and your employer.

Are there any additional costs or is specialist equipment required?

No

What can I do after the course?

Further study

You can progress to the NVQ Level 3 or Advanced Apprenticeship in Customer Service, take Level 2/3 qualifications in subjects such as Business and Administration and Team Leading, or pursue other routes of self-development.

Careers

You will be gaining more experience within your current job role at work and can take your career forward in customer service settings in many diverse industries.

Advanced Apprenticeship in Customer Service

Number of years: **12-18 months**

Location: **Workplace**



Course summary

This apprenticeship equips you with a broader understanding of how to improve customer service for the benefit of your organisation. It's ideal if you work within an environment where you deal with people as customers on a daily basis and are seeking to take on a more senior role.

Entry requirements

For this Level 3 qualification, you will need GCSE grades A-C in English and Maths. You will be required to attend an interview before enrolling. In addition to good literacy and numeracy skills, you will need to be well motivated and self-disciplined.

Course content

There are two mandatory units:

- Demonstrate understanding of customer service
- Demonstrate understanding of the rules that impact on improvements in customer service

There are optional units too.

How will I be assessed?

You will be assessed on and off the job and will have dedicated mentors to support and guide you towards your qualification. Day release options will be discussed with you and your employer.

Are there any additional costs or is specialist equipment required?

No

What can I do after the course?

Further study

You can advance your skills with qualifications in Management such as the NEBSM (ILM) or NVQ Management Levels 3 or 5 or you can take other routes of self-development.

Careers

Career options are broad and varied in the many customer service sector industries.

Intermediate Apprenticeship in Team Leading

Number of years: **18 months**

Location: **Workplace**



Course summary

This apprenticeship is suitable for anyone who leads a team, undertakes appraisals and helps to develop individuals. You will develop skills in managing your own workload efficiently and gain a greater understanding of how to lead and support others, communicate well and set goals.

Entry requirements

You will need GCSE grades A-D in English and Maths and will require an interview before enrolling. In addition to having good literacy and numeracy skills, you must be well motivated and self-disciplined.

Course content

The Intermediate Apprenticeship in Team Leading comprises the following elements:

- Level 2 Diploma in Team Leading
- Level 1 Functional Skills in Maths, English and ICT
- Personal Learning and Thinking Skills
- Employee Rights and Responsibilities

How will I be assessed?

You will be assessed on and off the job where you will be given dedicated mentors to support and guide you through your qualification.

Are there any additional costs or is specialist equipment required?

No

What can I do after the course?

Further study

There are many opportunities to take your knowledge to the next level – including Advanced Apprenticeships in Management, Customer Service and IT if your job role permits. Your assessor will be happy to discuss details with you.

Careers

This programme develops your skills for a wide range of roles in team leading or office supervision.

Advanced Apprenticeship in Management

Number of years: **2**

Location: **Workplace**



Course summary

If you have first line management responsibility at work, you'll benefit from the advanced skills developed on this apprenticeship. You'll improve your capabilities in managing the team's performance, leading meetings, developing relationships and dealing with customers' problems and complaints – helping your organisation to improve efficiency and implement change. You'll also learn how to manage your own personal development.

Entry requirements

You will need GCSE grades A-C in English and Maths and will require an interview before enrolling. In addition to having good literacy and numeracy skills, you must be well motivated and self-disciplined.

Course content

The Advanced Apprenticeship in Management comprises the following elements:

- Level 3 Diploma in Management
- Level 2 Functional Skills in Maths, English and ICT
- Personal Learning and Thinking Skills
- Employee Rights and Responsibilities

How will I be assessed?

You will be assessed on and off the job where you will be given dedicated mentors to support and guide you through your qualification.

Are there any additional costs or is specialist equipment required?

All course materials will be provided.

What can I do after the course?

Further study

You could progress to a number of different courses including the HNC in Management, a Level 4 Diploma in Management or qualifications in subjects such as Customer Service.

Careers

You will be able to develop your management role in any industry.

Apprenticeships fact file

Whether you're an employer looking to upskill your workforce or an individual considering an apprenticeship, Derby College will support you all the way. We deliver apprenticeships in over 40 industrial sectors.

What are apprenticeships?

They are work-based training programmes designed to give young people valuable work experience while earning a wage. Apprentices gain the job-specific skills they need to carry out their role competently and to meet the needs of their employer. They work alongside experienced staff to gain relevant skills on the job and attend College – usually for one day a week – working towards a recognised qualification and improving their Functional Skills.

Who are they for?

They are open to anyone over the age of 16 not already in full-time education – whether just leaving school, starting a fresh career or moving into a different role that requires new skills. Employers can use them to train new and existing employees alike.

How are they developed?

Apprenticeships are designed by the Sector Skills Councils, working with employers to develop course content that is relevant and up to date. The National Apprenticeship Service helps to fund the training.

How long do they take?

Our Intermediate Apprenticeships last 13-25 months and Advanced Apprenticeships last 12-48 months.

Where do they take place?

It is up to the employer. Most or all of the training is on the job in the workplace at times to suit the organisation. Most Derby College apprenticeships include a day a week of College-based learning.

What qualifications do they lead to?

Our apprentices gain a Level 2 or 3 NVQ, Functional Skills, and a Technical Certificate which shows they have industry-recognised skills.

What are Functional Skills?

All apprentices must develop Functional Skills that support them in their job, including Communication and Application of Number. They may also take other Functional Skills such as ICT, Working with Others and Problem Solving. Depending on the apprentice's existing qualifications and experience, they could be exempt from some of these.

What are the apprenticeship levels?

1. Intermediate Apprenticeships (equivalent to five good GCSE passes). The apprentices work towards work-based learning qualifications such as an NVQ Level 2, Functional Skills and, in some cases, a relevant knowledge-based qualification.
2. Advanced Apprenticeships (equivalent to two A-level passes). Advanced apprentices work towards work-based learning qualifications such as an NVQ Level 3, Functional Skills and, in most cases, a relevant knowledge-based certificate. To start this programme, apprentices should ideally have five GCSEs (grade C or above) or have completed an Intermediate Apprenticeship.
3. Higher Apprenticeships. Higher apprentices work towards work-based learning qualifications such as an NVQ Level 4 and, in some cases, a qualification like a Foundation Degree.

What does the College contribute?

A dedicated College representative works closely with employers to:

- help them decide which apprenticeship is right for them
- explain how apprenticeships might help them and if funding is available
- agree a training plan with the apprentice

- help recruit an apprentice or support existing staff into apprenticeships
- manage the training and evaluation to nationally recognised quality standards.

What does an employer contribute?

As well as a minimum of 30 hours a week employment, the employer must give the apprentice clear terms and conditions of employment and an induction into their role. Derby College can give advice on such issues. Employers are also responsible for paying apprentices' wages, based on the National Minimum Training Allowance.

Is there help with funding?

Funding towards training is available from the National Apprenticeship Service. The contribution varies depending on the sector and the age of the candidate. If the apprentice is aged 16–18 years, the employer will receive 100% of the training cost; if they are 19-24 years old, they will receive up to 50%; if they are 25 years old or over, any contribution depends on the employer's sector and area. Employers may also be eligible for the National Age Grant of £1,500.

Is there help with recruitment?

Derby College offers a free recruitment service matching the right candidate with the right apprenticeship vacancy. For vacancies daily, see www.derby-college.ac.uk/apprenticeships

How do I find out more?

Call **0800 028 0289** or visit www.derby-college.ac.uk

Employers can also request our detailed guide to apprenticeships. See www.derby-college.ac.uk/apprenticeships-employers



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This publication is available, on request, in Braille and large print. Please call 0800 028 0289 for your copy.

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