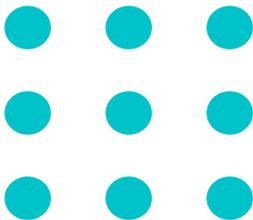




# Apprenticeships 2022/23





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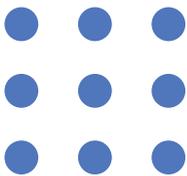
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# Introduction to Apprenticeships

Welcome to Chelmsford College! This booklet will be your guide for everything apprenticeship related - whether you wish to be an apprentice or you are an employer and you want an apprentice on your team.

An apprenticeship is a work-based learning programme, combining practical training in the workplace alongside study so learners can earn while they learn.

Apprenticeships are a popular alternative to other educational routes like A-levels or university and they are a great way to take the first steps in starting a future career. They are ideal if you are aged 16 or over and wish to study for a recognised qualification whilst working and gaining on-the-job experience in a local business.



**We deliver a variety of Intermediate, Advanced and Higher apprenticeships. The level of apprenticeship is determined by the job role, previous experience and GCSE results:**

### **Level 2 - Intermediate**

**Grade equivalent: 5 GCSEs grades 9-4**

A Level 2 apprenticeship is ideal for individuals who are new to the job role. It will give a solid introduction in to the job and it will allow progression on to an advanced apprenticeship. The majority of these apprenticeships require a minimum of a GCSE in English and maths at grade 3 or above, or an equivalent qualification.

### **Level 3 - Advanced**

**Grade equivalent: 2 A-levels**

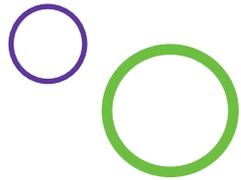
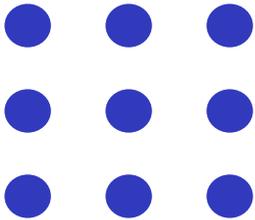
A Level 3 apprenticeship is ideal for individuals with some understanding and experience of the job role. Often at this level there is an element of supervisory skills and the employer would need to allow for this. The majority of these apprenticeships require a minimum of a GCSE in English and maths at grade 4 or above, or an equivalent qualification.

### **Level 4 and 5 - Higher**

**Grade equivalent: Foundation degree, HNC, first year undergraduate degree**

Level 4 and 5 apprenticeships include management responsibilities and expect individuals to have already achieved a significant level of experience in the workplace. Apprentices are expected to have already achieved their Level 3 qualification. The majority of our Level 4 apprenticeships require a minimum of GCSEs in English and maths, grade 4 or above.

**Our basic entry requirements are set out above and individual employers may require additional qualifications.**



# How to get in touch...

## Careers Advice Zone

Chelmsford College is here to support you, whether you are a prospective apprentice, a parent or guardian or an employer who is ready to recruit an apprentice to join your team.

For course study programmes and careers enquiries please call:

 01245 29 30 31

 [careersadvicezone@chelmsford.ac.uk](mailto:careersadvicezone@chelmsford.ac.uk)

## Apprentice Recruitment Team

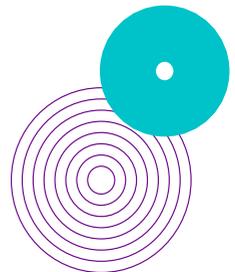
The Apprentice Recruitment Team help match individuals who are applying for an apprenticeship vacancy to an employer and they complete all the administrative processes around this. This includes interviewing, providing IAG (Information, Advice and Guidance) and testing basic English and maths skills.

 [apprenticeships@chelmsford.ac.uk](mailto:apprenticeships@chelmsford.ac.uk)

## Employer Engagement Team

The Employer Engagement Team find and speak to employers about all apprenticeship enquiries and help employers recruit an apprentice or upskill existing staff with apprenticeship programmes.

 [employers@chelmsford.ac.uk](mailto:employers@chelmsford.ac.uk)



# About the Employer

At Chelmsford College we work with around 300 employers and have 25 leading apprenticeship programmes available in a variety of sectors. We are the perfect partner to support you finding an apprentice or if you'd like to upskill or reskill existing members of your team.

## The key benefits of hiring an apprentice:

- It is a cost-effective way to develop and train a person to your business, standards and procedures
- It will help your business to grow with new staff
- You can invest in and champion the raw talent and ambition of your current people
- You can adapt their training according to the needs of your business
- You can also receive a £1,000 employer incentive if you employ an apprentice aged 16 -18. This is paid in two instalments over 13 months.

Your apprentices will receive training to the latest industry standards, delivered in your workplace and on a day-release basis or through one-to-one sessions with a dedicated work based tutor. The frequency of visits may differ depending on the apprenticeship programme. Apprentices will gain valuable training, experience and nationally-recognised qualifications tailored around the needs of your company so they can gain essential skills to do their job.

## Employers' Responsibilities

- You must provide your apprentice with a contract of employment with the same conditions as any other employee. This must include salary details, paid holiday, sick pay any other staff benefits which you offer. This contract must last for at least the length of their apprenticeship which will be a minimum of 12 months.
- You must pay your apprentice at least the national minimum wage (please see page 6 for details).
- You must sign the Apprenticeship Agreement which lays out the contractual requirements between the apprentice, Chelmsford College and yourself as the employer. This contains details around the apprenticeship start and end dates, planned training and the support that which needs to be in place for all parties.

- It is important you have skilled and experienced staff in your business to help support your apprentice to develop and learn technical skills and gain knowledge. At least 20% of your apprentice's contractual hours must be spent in "off the job" training and they must be paid for it (this would usually include their day at college, however other types of training could be included).

## Funding and Costs

The Government provides funding to employers who hire an apprentice which will support the cost of training, depending on the size of your organisation:

- If you are a business with less than 49 employees, the apprenticeship is 100% Government funded if you employ an apprentice under the age of 19, unless you are a levy paying company.
- If you are a business with more than 50 employees, the apprenticeship is 95% Government funded if you employ an apprentice of any age. You will need to contribute 5% towards the cost of training, unless you are a levy paying company.
- Businesses who employ an apprentice over the age of 19 will need to contribute 5% towards the cost of training at the start of the apprenticeship no matter how large the company is, unless the employer is a levy paying company.

The Government introduced an apprenticeship levy for large employers (companies with a wage bill of over £3m per year) and all levy paying employers will have their own levy account which will pay for apprenticeship training.

Smaller employers (non-levy ones) will need to register with the National Apprenticeship Service and reserve Government funding for their apprenticeship training, but reservations will expire if they are not used within 3 months of the apprentice starting the apprenticeship.

If you'd like to navigate the levy minefield, want to stake your claim to levy funding or identify strategic partners for potential transfers and sponsorships - we can help. Perhaps you'd like to double-check you've accessed the right funding entitlements, be guided through eligibility checks or understand funding routes, or even consider joining cohorts.

**We are here to help you make sense of the entire levy structure and process, call 01245 29 30 31.**

# About the Apprentice

Being an apprentice provides you with the best of both worlds - you are gaining on-the-job experience and developing technical skills with your employer whilst working towards a recognised qualification. Many businesses view an apprenticeship as a real achievement because you are demonstrating the ability to balance both education with employment. We offer a variety of apprenticeships in a range of industries at local companies, large and small to help start your career journey.

## To start an apprenticeship programme, you will be:

- Aged 16 years old or over
- Living in England and have the right to work in England (providing eligibility criteria is met)
- Not in full-time education

## The key benefits of being an apprentice:

- You are earning a wage whilst receiving training
- You will get at least 20 days paid holiday per year, plus bank holidays
- You are gaining an apprenticeship which is an industry recognised achievement
- You will be given time for study related to your role (at least 20% of your contracted hours)
- You are working alongside experienced and skilled staff in the profession
- You are learning skills specific to your chosen career through hands-on experience



## Your pay will depend on your age and what year of the apprenticeship you are in:

- If you are aged between 16 – 18 years old or you are aged 19 or over and in your first year, you will earn £4.81 per hour
- If you are aged 19 or over and have completed your first year, you're entitled to the National Minimum Wage or National Living Wage rate for your age

As an apprentice you will usually work and study between 30–40 hours per week. All apprentices will be assigned a Work Based Tutor who will visit you in the workplace but the frequency of visits may differ depending on the apprenticeship programme. You'll also receive training in English, maths and ICT as part of your apprenticeship if required.

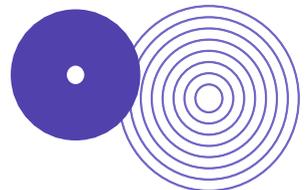
As part of being an apprentice with Chelmsford College you'll immediately gain access to all the resources at the College, including student support; help with your CV and preparing for interviews, careers and progression advice.

Your apprenticeship programme could last anywhere between one to four years, depending on the level of apprenticeship, your ability and your industry sector.

If you don't already have a job, we'll help match you with an employer to ensure that your role provides the training you want.

If you are already in employment, then we will work with your employer to ensure that you are getting what you need out of your training.

If you would like to find your own employer or have found an employer, then we can help set the apprenticeship up or refer you to other training providers if it is an apprenticeship we do not offer.



# English and Maths

## Level 2 Apprenticeships

For most Level 2 apprenticeships, you will need to have functional skills Level 1 in English and maths or GCSE grade 3 or above in English and maths. As part of your apprenticeship you will study Level 2 functional skills in English and maths unless you have already achieved GCSE grade or above in these subjects.

## Level 3 Apprenticeships

For most Level 3 apprenticeships, you will need to have functional skills Level 2 in English and maths or GCSE grade 4 or above in English and maths. If you have extenuating circumstances, this may be taken into consideration when you apply.

Functional skills are qualifications which equip learners with the practical skills needed in everyday life to help you develop confidence and fluency. Unlike GCSEs where you only get one opportunity a year to sit an exam, functional skills allow you more opportunities to sit an exam at different points during the year. There will be different sets of questions each time you sit an exam.

If you are required to study functional skills as part of your apprenticeship and have a day-release as part of your training, you will be timetabled into English and maths classes on this day. If you do not have a day-release, your functional skills will be supported by your Work Based Tutor and Teams lessons with a specialist tutor.

If you are studying functional skills you will need to pass them before progression on to the end point assessment.



# End point Assessment

An end point assessment is a final assessment which aims to examine the knowledge, skills and behaviours an apprentice has gained during their apprenticeship and training.

All apprentices will need to complete an end point assessment in order to achieve the apprenticeship standard.

The end point assessment can take the form of usually two to three of the following:

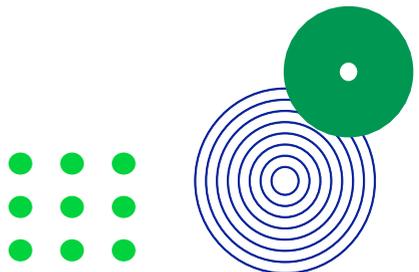
- a professional discussion
- development of a showcase portfolio
- a project
- a practical assessment
- a practical observation

Activities may be different for each standard but they all follow the same structure.

The end point assessment will only take place once the apprentice feels ready and comfortable and the employer and the tutor feel like the apprentice is ready and capable too.

In most cases, the end point assessment will take place either at the College or in the workplace. In a minority of circumstances, a test centre may be used, but this will be avoided if possible.

All apprentices will need to pass all components of the apprenticeship standard which is graded at pass, merit or distinction before they will be provided with the final certificate of achievement.



## Glossary of terms

**Apprenticeship** – An apprenticeship is a work based learning programme, combining practical training in the workplace alongside study so learners can earn while they learn.

**Apprenticeship standard** – An apprenticeship standard is a set of knowledge, skills and behaviours an apprentice will need to have learned by the end of their apprenticeship. They are employer-led and can be tailored more towards the specifics of their job role.

**Day-release delivery model** – A day release delivery model is where an apprentice will be in the workplace for four days a week and the College for one day a week.

**End point assessment** – An end point assessment is a final assessment which aims to examine the knowledge, skills and behaviours an apprentice has gained during their apprenticeship and training.

**End point assessment gateway** – An end point assessment gateway is a set of requirements which need to be met before the apprentice can undertake an end point assessment. The employer will need to be satisfied these are met before the process can begin.

**Functional skills** – Functional skills are qualifications which aim to equip learners with the practical skills needed in everyday life and to help them develop confidence and fluency.

**Independent assessor** – An independent assessor is responsible for assessing the components of the end point assessment including professional discussions, practical assessments or practical observations in accordance with the apprenticeship standard, marking criteria and time allowances.

**Workplace delivery model** – A work-place delivery model is where the apprentice will be in the workplace five days a week. However, there may be occasions where an apprentice will be expected to attend College for training, events or exams. These apprentices are legally entitled to the same 20% paid study time. This is generally worked out with the employer.

## Top tips for applying for an apprenticeship

1

Tailor your strengths towards the apprenticeship you are applying for, demonstrate you have a passion and interest in the industry you are interested in. For example, if you are applying for a Childcare apprenticeship, you could write "My past work experience includes being a babysitter. I loved working with children and watching them learn".

2

Check your spelling, punctuation and grammar. If in doubt, try and get a family member or friend to read what you have written.

3

If you are waiting on exam results, include your predicted grades but do not forget to add your grades when you receive them.

4

Ensure all the information is accurate and correct. It is best to avoid lying at any point.





# How to apply for an apprenticeship

## Follow these 3 steps ...

1

### Find your dream apprenticeship

- You can do this by visiting <https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch>
- Type in any keywords to narrow down your search
- Enter your postcode and how many miles you want to be within it, along with the apprenticeship level you think is best for you

2

### Browse until your heart is content!

- Search the website for apprenticeships which interest you
- Read all the details provided, like the wage, working hours, entry requirements and location and think whether you'd like to work for the company and if you would be good at the job
- You will also find information on the employer, college training provider and the qualification you would undertake

3

### Apply and create your online application

- Apply via the link! Ensure you have registered in order to be able to apply
- Your application is like a CV and you will need to provide your personal details, education, work experience, strengths and hobbies

You may apply for as many vacancies as you like with just the one application form.

You can check the status of your application by clicking 'My Applications' at the top of the website.

**If you are interested in joining Chelmsford College specifically as an apprentice, it would be best to email: [apprenticeships@chelmsford.ac.uk](mailto:apprenticeships@chelmsford.ac.uk)**

# Our Apprenticeship Offers

## **Accounting**

Accounting and Finance Assistant  
Assistant Accountant  
Professional Accounting/Taxation Technician

## **Business**

Business Administration

## **Construction**

Carpentry and Joinery

## **Childcare**

Early Years Practitioner  
Early Years Educator

## **Customer Service**

Customer Service Practitioner  
Customer Service Specialist

## **Electrical**

Installation Technician

## **Engineering**

Engineering Operative  
Lean Engineering Operative

## **Event Planning**

Events Assistant

## **Hair**

Hair Professional  
Advanced and Creative Hair Professional

## **Human Resources**

HR Support

## **Information Technology**

Information Support Technician

## **Teaching**

Learning and Skills Teacher  
Teaching Assistant

## **Team Leading**

Team Leader/Supervisor

## **Retailer and Warehouse**

Retailer  
Supply Chain Warehouse Operative



An Accounting and Finance Assistant is an integral part of the team responsible for assisting the team of accountants with junior accounting duties. Your work could include basic bookkeeping activities, working with sales and purchase ledgers, running calculations to ensure that records and payments are correct and the recording of cash and data entry.



### Roles and responsibilities

An Accounting and Finance Assistant apprentice will be expected to:

- Be aware of elements of commercial law that may have an impact when working in accountancy, such as contracts, data protection or Anti-money Laundering.
- Understand what makes a business or organisation successful, through either buying or selling products or supplying services to a market.
- Be aware of basic accountancy concepts and double-entry bookkeeping.
- Understand corporate social responsibility (CSR), ethics and sustainability within organisations.

### Entry requirements

Individual employers will identify entry requirements in terms of previous qualifications, training, or other criteria. Candidates must have GCSE maths and English grades 9-4 (or A-C) or an equivalent Level 2 maths and English.

### Duration:

12-14 months.

### End point assessment:

There are two parts to the End point assessment – a structured interview supported by a portfolio of evidence and an in-tray test.

### Delivery model:

This is a day release model apprenticeship.

### Progression after an apprenticeship:

On completion an apprentice will be able to apply for the appropriate level of professional membership aligned with this apprenticeship, dependent on the qualification chosen.

An Assistant Accountant provides support to internal and external customers and will work predominantly either as an Assistant Accountant within a practice or within the finance function of an organisation. Part of your role will involve assisting in the day-to-day financial activities such as data entry to month end management accounts and/or year end financial statements.

**Role and responsibilities:**

An Assistant Accountant apprentice will be expected to:

- Understand the basic tax principles to apply current regulations to calculate VAT and submit a VAT return.
- Understand how to enter accounting transactions, perform a reconciliation, produce a range of reports.
- Take the initiative for their own personal development and proactively take responsibility for completing tasks and meeting expectations.
- Understand the basic elements of double-entry bookkeeping and accounting standards required to process financial documents and report financial information to users of accounts.

**Entry requirements:**

The entry requirements are likely to include 5 GCSEs including English and maths grades 9-4, although some employers will accept other relevant qualifications and experience, including a relevant Level 2 qualification.

**Duration:**

15-24 months.

**End point assessment:**

There are two parts to the end point assessment - a synoptic end-test and a reflective discussion supported by a portfolio of evidence.

**Delivery model:**

This is a day release model apprenticeship.

**Progression after an apprenticeship:**

Upon completion an apprentice can progress onto the Professional Accounting Taxation Technician Level 4 apprenticeship. Alternatively, this apprenticeship provides the foundation for progression into a number of career paths in the Accounting sector including Audit Trainee, Corporate Recovery Analyst, Credit Controller or Tax Accountant.



A Professional Accounting/Taxation Technician is responsible 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 is performed in order to meet relevant ethical, professional and legal standards and will utilise the individual's knowledge of business systems and processes, as well as standard accounting and tax practices.

### Roles and responsibilities:

A Professional Accounting/Taxation Technician apprentice will be expected to:

- Effectively communicate relevant information across the organisation and to appropriate stakeholders in both written and verbal formats.
- Understand and apply professional standards and legal regulations to an organisation's financial information.
- Have a basic understanding of the function of external and internal audits and give assurance over these systems and processes.
- Understand and evaluate an organisation's systems and processes and make recommendations for improvement.



### Entry requirements:

Individual employers will identify entry requirements in terms of previous qualifications, training, or other criteria. Candidates must have GCSE maths and English grades 9-4 or an equivalent Level 2 maths and English qualification.

### Duration:

15-24 months.

### End point assessment:

There are two components to the end point assessment - a portfolio of evidence and a role simulation.

### Delivery model:

This is a day release model apprenticeship.

### Progression after an apprenticeship:

After completing a Level 4 apprenticeship you could progress to a Level 5 qualification or in to the workplace as a fully qualified AAT technician and or other similar roles within the profession.

A Business Administrator may work independently or as part of a team and their role may involve developing, implementing, maintaining and improving administrative services. Your role may support and engage with different parts of the organisation and you could work with internal or external customers.

### **Roles and responsibilities:**

A Business Administrator apprentice will be expected to:

- Use multiple IT packages and systems relevant to the organisation in order to write letters or emails, create proposals, perform financial processes, record and analyse data.
- Produce accurate records and documents including emails, letters, files, payments, reports and proposals.
- Apply problem-solving skills to resolve challenging or complex complaints and be a key point of contact for addressing issues.
- Use relevant project management principles and tools to scope, plan, monitor and report.

### **Entry requirements:**

The entry requirements are likely to be a minimum of 2 GCSEs grades 9-4 which should include English or maths or Level 2 functional skills in English and maths. It is preferable that either ICT or Business Studies have been studied at GCSE level or that you have previous employment in an administration role.

### **Duration:**

18 months.

### **End point assessment:**

The end point assessment can only be triggered after 12 months of starting the apprenticeship and it will consist of three elements - a multiple-choice test, portfolio-based interview and a presentation.

### **Delivery model:**

This is a workplace model apprenticeship.

### **Progression after an apprenticeship:**

On completion you can progress to higher qualifications in further education or progress in to employment in occupations such as an Administrator, Office Supervisor, Personal Assistant or Secretary.



A Carpentry and Joinery worker works with building materials to create and install building components. This typically involves shaping and cutting materials, installing finished materials like partitions, doors, staircases, window frames, mouldings, timber floor coverings and erecting structural components such as floor joists and rooves. All work needs to be carried out safely, using the appropriate tools and to the quality specified.

### Roles and responsibilities:

A Carpentry and Joinery apprentice will be expected to:

- Locate, handle, store, load, transport and position materials and components safely.
- Maintain a clear and tidy workspace and ensure that waste materials are disposed of in accordance with current legislation.
- Know how to interpret and produce relevant information from drawings, specifications and work instructions.
- Demonstrate a range of fundamental skills including measuring, marking out, fitting, cutting, splicing, mitring, scribing, horizontal and vertical levelling.



### Entry requirements:

The entry requirements will typically be GCSE English and maths grades 9-3 or functional skills Level 1 in English and maths.

### Duration:

12-14 months.

### End point assessment:

The end point assessment will include a knowledge test, practical test and an interview underpinned by a portfolio of evidence.

### Delivery model:

This is a day release model apprenticeship.

### Progression after an apprenticeship:

After successfully completing the apprenticeship, apprentices can progress on to the Level 3 advanced Carpentry and Joinery apprenticeship or seek employment in the Carpentry and Joinery industry in job roles such as a Site Carpenter or Architectural Joiner.

An Early Years Practitioner will work and interact directly with children on a day-to-day basis and support the planning and delivery of activities, purposeful play opportunities and educational programmes within the ethos of the setting. The apprenticeship will combine the practical hands-on experience of the workplace with the knowledge and understanding gained through a college course.

**Role and responsibilities:**

An Early Years Practitioner apprentice will be expected to:

- Work in partnership with other colleagues, parents and/or carers or other professionals to meet the individual needs of each child in line with company policies and procedures.
- Identify issues of safeguarding and child protection, ensuring that the welfare and safety of children is promoted and safeguarded and to report any child protection concerns to the person in charge.
- Support the wellbeing of all children including those with additional needs and disabilities.

- Provide the very best childcare to every child every day combined with the ability to identify opportunities for development.

**Entry requirements:**

The entry requirements are GCSE English and maths grades 9-3 or functional skills Level 1 in English and maths. Individuals will also need to undergo an enhanced Disclosure and Barring Service (DBS) check.

**Duration:**

14 months.

**End point assessment:**

There are two parts to the end point assessment – a professional discussion underpinned by a portfolio and a knowledge test.

**Delivery model:**

This is a day release delivery model apprenticeship.

**Progression after an apprenticeship:**

Upon successful completion apprentices can progress onto other apprenticeships such as the Early Years Educator Level 3. Alternatively, apprentices can seek employment in different roles within the childcare sector, such as an Assistant Childminder or Nursery Assistant.



An Early Years Educator is a valued professional with a high-quality qualification who plays a key role in ensuring that young children learn and develop well and are kept healthy and safe. They will support the early education and care of young children in a range of settings including full daycare, children's centres, pre-schools and childminding. In many circumstances, they act as a key person, helping to make sure that children's learning and care is tailored to meet their individual needs.

**Roles and responsibilities:**

An Early Years Educator apprentice will be expected to:

- Provide the very best childcare to every child, every day.
- Safeguard and promote the health, safety and welfare of children and work effectively with colleagues and other professionals whilst supporting the learning and development of others.
- Develop trust by working in a confidential, ethical and empathetic manner with common sense and professional attitude.
- Be aware of differences and ensure all children have equal access to opportunities to learn, develop and reach their full potential.

**Entry requirements:**

The entry requirements are likely to be GCSE English and maths grades 9-4 or Level 2 functional skills in English and maths. Individuals will also need to undergo an enhanced Disclosure and Barring Service (DBS) check.

**Duration:**

18 months.

**End point assessment:**

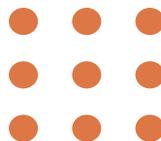
There are two parts to the end point assessment - a knowledge test and a professional discussion underpinned by a portfolio.

**Delivery model:**

This is a day release delivery model apprenticeship.

**Progression after an apprenticeship:**

After an apprentice has successfully completed the apprenticeship they can progress onto other educational routes such as a higher apprenticeship, further and higher education and professional qualifications. Apprentices can also progress in to employment in occupations in the childcare sector in job roles such as an Early Years Teacher, Early Years Supervisor, Lead Teaching Assistant or a SEND co-ordinator.



A Customer Service Practitioner delivers high-quality service to customers which can be delivered from the workplace, digitally, or through going out into the customer's own locality.

### **Roles and responsibilities:**

A Customer Service Practitioner apprentice will be expected to:

- Understand the different needs and priorities of customers and the best way to manage their expectations.
- Know the internal policies and procedures, including any complaints processes and digital media policies which are relevant to the organisation.
- Demonstrate personal pride in the job through appropriate dress and positive and confident language.
- Provide clear explanations and offer options in order to help customers make choices which are mutually beneficial to both the customer and the organisation.

### **Entry requirements:**

The entry requirements will usually be GCSE English and maths grades 9-3 or functional skills Level 1 in English and maths.

### **Duration:**

12 months.

### **End point assessment:**

The end point assessment will include a showcase, a practical observation and a professional discussion.

### **Delivery model:**

This is a workplace delivery model apprenticeship.

### **Progression after an apprenticeship:**

After completion apprentices can progress onto a Customer Service Specialist Level 3 apprenticeship. Alternatively, apprentices can progress on to further and higher education or other professional qualifications, or seek employment in the retail sector in job roles.



A Customer Service Specialist is a “professional” for direct customer support within all sectors and organisation types. You are likely to be an advocate for Customer Service who can act as a referral point for dealing with more complex or technical customer requests, complaints and queries. You’ll gather and analyse data and customer information which influences change and improvements in service.

### **Roles and responsibilities:**

A Customer Service Specialist apprentice will be expected to:

- Understand what continuous improvement means in a service environment and how recommendations for change impact your organisation.
- Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience.
- Understand the organisation’s structure and what role each department needs to play in delivering Customer Service and what the consequences are should things go wrong.
- Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention.



### **Entry requirements?**

The entry requirements will usually be two or more GCSEs including English and maths grades 9-4 or functional skills Level 2 in English and maths.

### **Duration:**

15-18 months.

### **End point assessment:**

The end point assessment will include a practical observation, a work based project supported by an interview and a professional discussion supported by a portfolio.

### **Delivery model:**

This is a workplace delivery model apprenticeship.

### **Progression after an apprenticeship:**

Upon successful completion apprentices will be eligible to join the Institute of Customer Service as an individual member at professional level. Apprentices which progress onto a customer service career path may be eligible for further professional membership including management.

Electricians install, maintain and repair electrical systems in industrial, commercial and domestic environments. More specifically, Installation Electricians work on the installation, testing, commissioning and maintenance of low voltage (less than 1000v) electrical and electronic devices and appliances.

### **Roles and responsibilities:**

An Installation Electrician apprentice will be expected to:

- Adhere to safe working practices without endangering themselves or others.
- Work effectively with colleagues, other trades, clients, suppliers and the public.
- Understand and apply the electrical principles associated with the design, building, installation and maintenance of electrical equipment and systems.
- Work on the installation, testing, commissioning and maintenance of low voltage (less than 1000v) electrical and electronic devices and appliances.

### **Entry requirements:**

The entry requirements will typically be GCSE English and maths grades 9-4 or Level 2 functional skills in English and maths.

### **Duration:**

42-48 months.

### **End point assessment:**

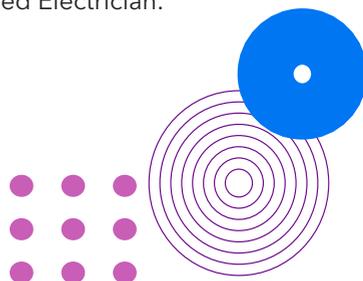
The end point assessment will be a 16.5 hour practical and theory (40 multiple-choice questions) assessment set over two and a half days known as the AM2. It will require apprentices to perform a set of common tasks and procedures which a full scope electrical operative might face when working in commercial or industrial premises as well as dwellings.

### **Delivery model:**

This is a day release model apprenticeship.

### **Progression after an apprenticeship:**

Upon successful completion an apprentice will have satisfied the requirements for registration as Eng Tech by the Engineering Council. An apprentice can progress on to other educational routes such as a HNC or they can progress in to employment as a qualified Electrician.



Engineering Operatives work individually and as part of a team covering a range of engineering operations which are key to the success of the Manufacturing and Engineering sector. Engineering operations include ensuring machines and equipment used are maintained and serviceable and dealing with breakdowns or restoring components and systems to serviceable condition by repair and replacement.

### **Roles and responsibilities:**

An Engineering Operative apprentice will be expected to:

- Obtain the necessary job instructions, engineering drawings and specifications and know how to interpret them.
- Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines.
- Deal appropriately with any problems which may occur within the manufacturing environment within the limits of their responsibility.
- Reflect on skills, knowledge and behaviours and seek opportunities to develop.

### **Entry requirements:**

The entry requirements will ideally be a minimum of 4 GCSEs grades 9-3 including English, maths and science.

### **Duration:**

24 months.

### **End point assessment:**

The end point assessment will consist of two assessment methods - a practical observation and a professional discussion underpinned by a portfolio of evidence.

### **Delivery model:**

This is a day release model apprenticeship.

### **Progression after an apprenticeship:**

Upon successful completion apprentices can progress onto further study. This could include advanced apprenticeships, for example an Engineering Fitter Level 3 or Engineering Technician Level 3. Alternatively apprentices can choose to study another qualification like a BTEC in Engineering.



A Lean Manufacturing Operative carries out their work safely and meets the exacting quality standards demanded in a fast paced and efficient processing environment and develops into a multi-skilled operator through process ownership. You will be required to contribute, develop and support improvement in the manufacturing operation using continuous improvement methods, kaizen tools, process visualisation using lean principles and problem solving tools and techniques.

### Roles and responsibilities:

A Lean Engineering Operative will be expected to:

- Obtain the necessary job instructions, engineering drawings and specifications and know how to interpret them.
- Study and identify ways to improve the safety, quality, cost or process efficiency using lean manufacturing tools.
- Understand tools and methods of effective problem solving using data, reports and documents to resolve production related issues.
- Work safely at all times, complying with health and safety legislation, regulations, and other relevant guidelines.



### Entry requirements:

The entry requirements are likely to include GCSE English and maths grades 9-3 or functional skills Level 1 in English and maths.

### Duration:

18 months.

### End of assessment:

The end point assessment will include a practical observation with a question and answer session and a professional discussion supported by a portfolio of evidence.

### Delivery model:

This is a day release model apprenticeship.

### Progression after an apprenticeship:

After successful completion of the apprenticeship, apprentices can progress onto the Level 3 Engineering Fitter or Engineering Technician. Alternatively, apprentices can seek further employment in the industry.

An Events Assistant provides support to several Event Planners or Project Managers by carrying out a diverse range of tasks necessary to plan, organise and deliver an event: for example, searching for the right location and venue for the event; working with the design team on the look and feel of the event; or organising logistics like transportation and catering. The events organised may be for the company where the Event Assistant is working, or could be for a variety of different clients including large corporations, smaller companies and not-for-profit organisations.



### **Roles and responsibilities:**

A Events Assistant will be expected to:

- Provide assistance onsite at an event by registering delegates or by helping to assist the team with a variety of tasks.
- Assist in the preparation, management and reconciliation of event budgets by collecting information, checking data and making calculations.
- Listen, interpret, understand, vocalise and respond to clients' needs.
- Understand each aspect of event logistics: the venue, delegate management, transportation, accommodation and catering.

### **Entry requirements:**

The entry requirements are likely to include GCSE English and maths grades 9-4 or functional skills Level 2 in English and maths.

### **Duration:**

18 months.

### **End point assessment:**

There are two parts to the end point assessment - a project/practical case study and a professional discussion underpinned by a portfolio of evidence.

### **Delivery model:**

This is a workplace delivery model apprenticeship.

### **Progression after an apprenticeship:**

Upon successful completion apprentices can progress to Level 4 apprenticeships or alternatively, seek

There are two distinctly different job roles: Hairdresser and Barber. Hairdressers shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create a variety of looks and colour and lighten hair for ladies and men. Barbers shampoo and condition hair, cut hair using barbering techniques, style and finish hair, cut facial hair into shape and provide shaving services for men. Hairdressers and barbers must be able to work with all hair types ranging from straight hair to very curly, wiry hair.

**Roles and responsibilities:**

A Hair Professional apprentice will be expected to:

- Demonstrate professionalism and a passion for the industry.
- Greet clients in a friendly manner and choose the most appropriate way of communicating with clients.
- Use a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, layering, clipper work and barbering techniques.

**Entry requirements:**

The entry requirements will typically be two or more GCSEs including English and maths grades 9-3 or functional skills Level 1 in English and maths.

**Duration:**

24 months.

**End point assessment:**

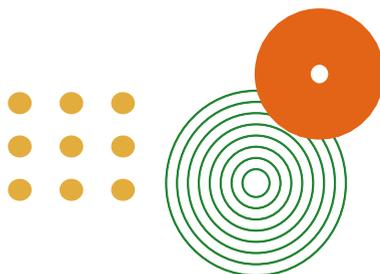
There is one part to the end point assessment – a practical observation with oral questioning. The practical observation with oral questioning will see the apprentice completing a range of hairdressing or barbering services in their normal workplace whilst being observed by an independent assessor.

**Delivery model:**

This is a day release delivery model apprenticeship with day release to The Princes Salons at Chelmsford College.

**Progression after an apprenticeship:**

After successful completion of an apprenticeship, apprentices can progress on to a supervisory role, Hairdressing Assessor, Senior Hairdresser, Senior Barber depending on their chosen route.



Advanced and Creative Hair Professionals are creative, passionate, and driven professionals who work without supervision, managing themselves and others when required. They provide a quality service whilst working to the highest standards and continuously develop their personal and professional skills.

**Roles and responsibilities:**

An Advanced and Creative Hair Professional apprentice will be expected to:

- Research fashion trends and use the results to plan, design, create, produce and present a fashion-forward hairstyle collection.
- Maintain effective and safe methods of working and effective communication whilst creating a collection of hair looks.
- Use a range of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy.
- Know and understand cutting techniques such as graduating, layering, thinning, tapering, club cutting, freehand and undercutting.

**Entry requirements:**

The entry requirements will usually be Hair Professional Level 2 or equivalent and functional skills in English and maths Level 2 or equivalent.

**Duration:**

18 months.

**End point assessment:**

There are three elements to the end point assessment - a knowledge test, a practical observation with questioning and a professional discussion underpinned by a portfolio of looks.

**Delivery model:**

This is a day-release delivery model apprenticeship with day release to the The Princes Salons at Chelmsford College.

**Progression after an apprenticeship:**

Upon successful completion apprentices can progress in to employment in the hair and beauty industry in roles such as Creative Hair Stylist, Advanced Senior Stylist, Senior Hair Professional or Specialist Technician.



HR Support handles day-to-day queries and provides human resources advice ranging from recruitment through to retirement. You will typically take ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance which is compliant and where errors could expose the organisation to employment tribunals or legal risk.

**Roles and responsibilities:**

A HR Support apprentice will be expected to:

- Understand the structure of the organisation and the products and services it delivers.
- Understand the role and focus of HR within the organisation, its business plan and priorities.
- Deliver excellent customer service on a range of HR queries and requirements, provide solutions, advice and support primarily to managers.
- Adapt positively to changing work priorities and patterns when new tasks need to be done or requirements change.

**Entry requirements:**

The entry requirements will typically be GCSE English and maths grades 9-4 or Level 2 functional skills in English and maths.

**Duration:**

12-18 months.

**End point assessment:**

There are two parts to the end point assessment - a consultative project and a professional discussion.

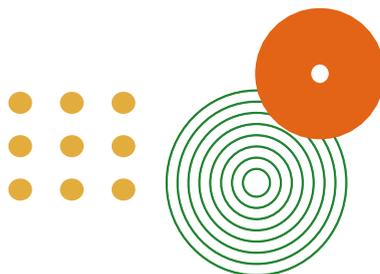
**Delivery model:**

This is a workplace delivery model apprenticeship.

**Progression after an apprenticeship:**

Upon successful completion an apprentice can progress onto other apprenticeships in HR.

Alternatively, apprentices can progress on to further and higher education, other professional qualifications, seek employment in the HR sector in job roles such as a Human Resources Assistant or Human Resources Advisor.



An Information Support Technician maximises the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies and digital information systems to achieve objectives. You can interact with a wide variety of internal or external users of digital systems, through digital channels, by phone and/or face to face.

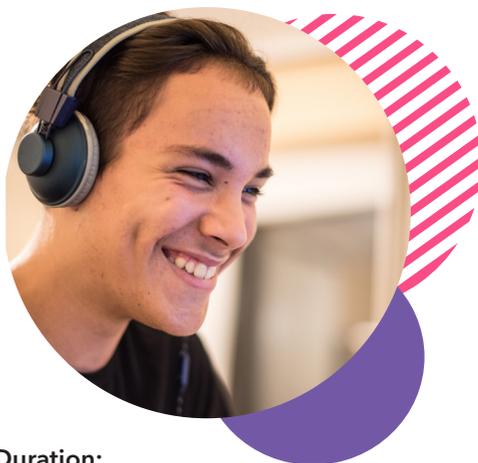
### **Roles and responsibilities:**

An Information Support Technician will be expected to:

- Monitor and operate complex digital information and intelligence systems.
- Maintain an awareness of current, emerging and fringe digital technologies.
- Use own initiative when implementing digital technologies and when finding solutions.
- Have a resilient and positive mental attitude when dealing with difficult situations.

### **Entry requirements:**

The entry requirements are likely to include GCSE English and maths grades 9-4 or functional skills Level 2 in English and maths.



### **Duration:**

24 months.

### **End point assessment:**

The end point assessment will include a knowledge test, a case study presentation and an interview underpinned by a portfolio of evidence.

### **Delivery model:**

This is a workplace delivery model apprenticeship.

### **Progression after an apprenticeship:**

After successful completion apprentices will be recognised for entry onto the BCS, the Chartered Institute for IT and the Register of IT Technicians confirming SFIA Level 3 professional competence. Those completing the apprenticeship can apply for registration.

In their daily work, an employee in this occupation interacts with other Teachers and FES professionals and students of different ages, abilities, backgrounds and ambitions. You may also interact with employers and stakeholders. Teachers who are specialists in a particular technical or vocational subject, sector or occupation will typically maintain close working relationships with others working in their industry/sector and keep their own knowledge and skills up to date.

### **Roles and responsibilities:**

An Events Assistant will be expected to:

- Promote a passion for learning and set high expectations of all students and support their personal and skills development.
- Work within professional boundaries, legal and ethical standards to set clear expectations for engaging in learning for all students.
- Support students with their next steps for progression and learning by providing appropriate information, advice and guidance.
- Engage and inspire all learners.

### **Entry requirements:**

The entry requirements are likely to include GCSE English and maths grades 9-4 or Level 2 functional skills in English and maths. You will also need a degree or subject specialism qualification, relevant to your teaching schedule.

### **Duration:**

18 months.

### **End point assessment:**

This will consist of a lesson observation with professional dialogue and a professional discussion underpinned by a portfolio of evidence.

### **Delivery model:**

This is a day release delivery model apprenticeship.

### **Progression after an apprenticeship:**

Upon successful completion apprentices can progress in to a career within the teaching sector or continue their studies.



A Team Leader/Supervisor is a first line management role, with operational and project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. You'll provide direction, instructions and guidance to ensure the achievement of set goals.

### **Roles and responsibilities:**

A Team Leader/Supervisor apprentice will be expected to:

- Understand different leadership styles and the benefits of coaching to support people and improve performance.
- Conduct appraisals, review performance, provide constructive feedback and recognise achievement and good behaviour.
- Deliver a project which may include managing resources, identifying risks and issues and using relevant project management tools.
- Build relationships with customers and manage these effectively.

### **Entry requirements:**

The entry requirements will usually be GCSE English and maths grades 9-4 or functional skills Level 2 in English and maths.



### **Duration:**

18 months.

### **End point assessment:**

There are two parts to the end point assessment - a presentation with questions and answers and a professional discussion underpinned by a portfolio.

### **Delivery model:**

This is a workplace delivery model apprenticeship.

### **Progression after an apprenticeship:**

On completion apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of Leadership and Management to support their professional career development and progression. Apprentices may begin to work in job roles such as Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, or Shift Manager.

A Retailer assists customers when they purchase products and services which requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments, for example, using a till. Retailers are passionate about delivering a quality service which always aims to exceed customers' expectations.

**Roles and responsibilities:**

A Retailer apprentice will be expected to:

- Support and increase sales, encourage customer loyalty and achieve repeat business.
- Take a positive interest in customers, actively listening or taking due care to understand written or online communications and respond appropriately.
- Actively use techniques to optimise sales through effective product placement.
- Maintain appropriate levels of the right stock to meet customer demand and ensure stock is kept in the correct condition.

**Entry requirements:**

The entry requirements will typically be two or more GCSEs grades 9-3 including English and maths or functional skills Level 1 in English and maths.

**Duration:**

12 months.

**End point assessment:**

The end point assessment will consist of an on-demand test, a practical observation and a professional discussion.

**Delivery model:**

This is a workplace delivery model apprenticeship.

**Progression after an apprenticeship:**

After completion this apprenticeship provides an ideal stepping stone into specialist team leading, supervisory or first line management roles within retail and higher level training and apprenticeships.



A Teaching Assistant works in Primary, Special and Secondary education across all age ranges encompassing special educational needs and emotional vulnerabilities. The primary role of a Teaching Assistant is to support the class teacher to enhance pupils' learning either in groups or individually, ensuring pupils understand the work set, know their learning objectives and stay on task in order to make progress. You'll be a good role models, act with honesty and integrity, take part in team meetings and contribute to planning and class activities.

### **Roles and responsibilities:**

A Teaching Assistant apprentice will be expected to:

- Recognise different stages of child development through school, for example, transition between key stages.
- Provide constructive and specific feedback and support pupils, helping them to achieve their maximum potential socially, emotionally and academically through peer marking and reflection.
- Keep pupils at the centre of everything.
- Recognise, adapt and respond to all pupils encompassing SEN/ emotional vulnerabilities, for example, use Makaton, and visual timetables.

### **Entry requirements:**

The entry requirements will usually be three or more GCSEs grades 9-4 including English, maths and science or equivalent grades. Individuals will also need to undergo an enhanced Disclosure and Barring Service (DBS) check.

### **Duration:**

18 months.

### **End point assessment:**

There are two elements to the end point assessment - a practical observation with a question and answer session and a professional discussion underpinned by a portfolio.

### **Delivery model:**

This is a day release delivery model apprenticeship.

### **Progression after an apprenticeship:**

As well as ensuring full competency as a Teaching Assistant, this apprenticeship provides a foundation for potential progression in to a number of career paths in the educational sector including Higher Level Teaching Assistant, Assistant Teacher and Teacher.



A Supply Chain Warehouse Operative works in a variety of warehouse environments and carries out a range of moving, packaging and stock-taking roles and duties. You'll communicate with a range of people and customers and have a passion to meet customers' expectations by providing a quality service which encourages repeat business.

### **Roles and responsibilities:**

A Supply Chain Warehouse Operative apprentice will be expected to:

- Operate and handle equipment safely and efficiently as required for their role, such as Forklift Trucks, High Reach Trucks, Powered Pallet Trucks or Man Up Trucks.
- Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment.
- Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact.

### **Entry requirements:**

The entry requirements will usually be two or more GCSEs including English and maths grades 9 - 3 or functional skills Level 1 in English and maths.

### **Duration:**

12-14 months.

### **End point assessment:**

There are two parts to the end point assessment - a knowledge and behaviour test and a practical assessment.

### **Delivery model:**

This is a workplace delivery model apprenticeship.

### **Progression after an apprenticeship:**

There are many different options after successfully completing this apprenticeship. Apprentices could progress on to a Level 3 Customer Service Apprenticeship or seek full-time employment in the operations industry with roles in distribution, operations or logistics.



## Acknowledgements and Disclaimer

Whilst we have taken every care in the collection and compilation of data, Chelmsford College accepts no liability for the consequences of any actions taken on the basis of the information provided.

Every effort has been taken to ensure information is correct at the time of going to press. Occasionally we may have to cancel or change an apprenticeship or other details. Please refer to the website for the latest information. This apprenticeship booklet is intended for general information and does not form part of any contract.







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