

- ▶ **Do you employ anyone who works in an administration, customer service or IT role?**
- ▶ **Do you want to improve motivation and productivity?**
- ▶ **Could your employees benefit from FREE training?**

If the answer is yes, why not take advantage of free training available to your employees through the THC Employer Services Apprenticeship programme. Apprenticeships offer a unique opportunity to gain a varied and substantial qualification whilst working. It is not just the employee that benefits from the qualification; it also has many advantages for you as an employer. You will find your employees are not only more motivated, but they are developing skills especially suited to their job role.



How does it work?

Apprenticeships include both on and off-the-job training. At Tower Hamlets College, we work collaboratively with employers to deliver the job training and qualifications that an apprentice needs to complete their apprenticeship framework.

An apprentice will usually spend four days a week with their employer obtaining the practical skills and job knowledge necessary for their chosen occupation. One day a week will be spent at College doing practical tasks, learning necessary job theory and developing key employment skills.

All apprentices have an agreed training plan. An apprenticeship is a contract between the Employer, the Apprentice, the College and the LSC (Learning and Skills Council).

How much will it cost?

Apprenticeships are for all ages. However, the majority of the funded training is for 16 to 18 year olds. There are limited places for those 19+, funding is reduced for this age group and employers are required to make a fee contribution. The LSC funds the college's apprenticeship programmes. Training is fully funded for 16 to 18 year old apprentices.

How long does it last?

An office-based apprenticeship usually takes around 15 – 18 months to complete.

What does the training include?

All apprenticeships have a framework that has been developed specially for the relevant occupation. Different colleges focus on delivering different frameworks.

Frameworks consist of:

- ▶ A National Vocational Qualification (NVQ)
- ▶ A Technical Certificate (not required for IT User framework)
- ▶ Key Skills

Tower Hamlets College offers three main apprenticeship frameworks for administration, customer-facing or IT roles:

- ▶ **BUSINESS ADMINISTRATION**
- ▶ **CUSTOMER SERVICE**
- ▶ **IT USER**

National Vocational Qualifications

The main part of the Apprenticeship programme, NVQs are work-based nationally recognised qualifications, designed to benchmark the skills an employee needs to do their job effectively. Candidates tailor their NVQs to reflect the particular requirements of the job role they are undertaking, choosing a number of appropriate units from a wide range of possible options. In this way all NVQs are made to measure for each employer. The candidate will be assessed on how they demonstrate through their job that they can apply the theory and 'underpinning knowledge' of their subject to their particular role.

The candidate will be progressing through their NVQ during their time as an apprentice.

Business administration units (Choose 5)	Customer service units (Choose 7)	ITQ (The IT NVQ) units (Choose 4)
Carrying out responsibilities at work	Preparing yourself to deliver good customer service	MS EXCEL Create and save a new workbook Add & manipulate worksheets Enter and manipulate data Use formula and functions Make worksheets
Working within your business environment	Providing customer service within the rules	MS ACCESS Open & navigate a database Set up a new database Set up & use data tables Sort & filter data Format and print reports
Ensuring your actions reduce risks to Health and Safety	Recognising and dealing with customer queries, requests and problems	MS WORD Enter & edit text Format & layout text Create & edit tables Import graphics & other objects
Maintaining customer relations Managing diary systems	Giving customers a positive impression of yourself and your organisation	MS POWERPOINT Open & save your presentation Create & format text slides Apply transitions and animations Insert & format charts Import data
Using IT systems	Promoting additional products or services to customers	MS INTERNET & OUTLOOK Communicate with Outlook Arrange meetings and contacts Record tasks, journal entries Integrate and customise Outlook
Storing, retrieving and archiving information	Processing customer service information	
Processing customer financial transactions	Living up to the customer service promise	
Producing documents	Making customer service personal Going the extra mile in customer service	
Operating office equipment	Dealing with customers face to face / in writing / by telephone	
Organising and supporting meetings	Delivering reliable customer service	
Working effectively with other people	Recognising diversity when delivering customer service	
	Resolving customer service problems Developing customer relations / Supporting customer service improvements	

What are Technical Certificates?

These focus on the background knowledge required in an occupation, this theory supports the practical element of the NVQ

Business Admin Technical Certificate	Customer Service Technical Certificate	ITQ Technical Certificate
'Certificate for IT Users' Integrated e-document production Manipulating spreadsheets Creating and using a database Electronic communication	'Certificate in Customer Service Level 2' The principles of Customer Service Preparing to deliver Customer Service Legislation	Not required, additional classroom time is built into the core NVQ instead, and the candidate needs to produce 4 pieces of evidence which must be work based tasks completed within the last six months.

What are Key Skills?

These are fundamental skills required in everyday life and work. Apprentices need to develop these skills so that they become effective members of a flexible, adaptable and competitive workforce. They include an external test/examination and a portfolio of evidence showing that skills have been applied.

How can Apprenticeships help your Business?

They can:

- ▶ Provide a source of enthusiastic and talented young people
- ▶ Help you to solve your skills shortages
- ▶ Train employees to high occupational standards
- ▶ Save you money by providing funded training packages
- ▶ Help you to plan for the future

How can my business contribute to Apprenticeships?

- ▶ By offering employment with sponsored training to a young person
- ▶ Supporting an apprentice throughout their training
- ▶ Working in collaboration with the College
- ▶ Making a fee contribution towards the training of 19 plus apprentices
- ▶ Participating in quality training to develop highly skilled and effective employees

What is expected from me?

- ▶ To employ your apprentice throughout the duration of their training and beyond
- ▶ Provide your apprentice with a contract of employment
- ▶ Agree and sign a training plan for your apprentice with the College
- ▶ Ensure a safe and healthy working environment
- ▶ Ensure your apprentice is properly supervised at work
- ▶ Pay your apprentice an appropriate/nationally agreed rate for the job
- ▶ Provide relevant work tasks so that your apprentice can achieve the necessary NVQ competencies
- ▶ Collaborate with college staff and participate in reviewing your apprentice's progress
- ▶ Provide opportunities for college assessors to undertake work-based assessments
- ▶ Provide witness testimonies/statements of your apprentice's work competence
- ▶ Provide a mentor for your apprentice in the workplace

Does the National Minimum Wage apply?

This does not apply to young people aged 16 to 18 years. If an apprentice is 18 at the start of their training, they have to be on an apprenticeship programme for a year before the national minimum wage will apply. It will then be payable at a specified rate.

What can I expect from THC Employer Services?

- ▶ The management of the entire apprenticeship training process
- ▶ A specialist recruitment service; qualified Training and Placement Advisers will interview and select suitable young people to refer to you
- ▶ Qualified staff to train and assess your apprentice
- ▶ A dedicated Training and Placement Adviser to support your apprentice throughout their programme
- ▶ Training that leads to a recognised vocational award/qualification i.e. from Edexcel, City & Guilds, IMI or OCR
- ▶ On-going advice, guidance and support from a Training and Placement Adviser and teaching staff



For more information please contact

Emilia Bortagaray on 020 7510 7613
or Emilia.Bortagaray@tower.ac.uk
Alternatively go to www.tower.ac.uk
to learn more about Apprenticeships.

Tania Tiippana on 020 7001 2761
or Tania.Tiippana@tower.ac.uk
Alternatively go to www.employer-service.cc.uk
to learn more about employee training.