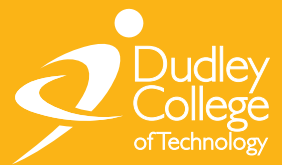


# Apprenticeships

## for Managers and the Office



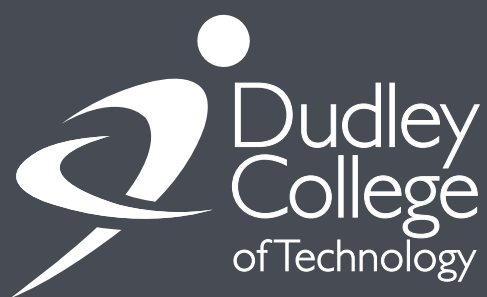
**EMPLOYER  
SERVICES**



**THE QUEEN'S  
ANNIVERSARY PRIZES**  
FOR HIGHER AND FURTHER EDUCATION  
2019



# There's never been a better time for **Apprenticeships**



Dudley College of Technology delivers a highly successful range of Apprenticeships that will support the front and back office functions of your business. These are very popular programmes that will enable you to bring in new talent or to enhance the skills of your existing staff. The knowledge element of these programmes is delivered either in the workplace or using the College's Virtual Learning Environment. This means that Apprentices can learn flexibly in a way that enhances their value to your business.



## **Cash Payments for 16-18 year old Apprentices**

- If you hire an Apprentice aged 16-18 years old and have less than 50 staff the government will fund 100% of the cost of training
- You will also receive a £1,000 incentive payment For each 16-18 year old Apprentice you employ
- If you hire an Apprentice aged 19+ the government will fund 95% of the cost of training.



## **Recruit or Upskill – you Choose**

Apprenticeships are for all of your staff. An apprenticeship is the prudent way to hire new staff, paying the National Minimum Wage for Apprentices (currently £4.30/hour) and funding training through an Apprenticeship Service Account.

Apprenticeship funding can also be used to upskill your existing staff. Managers completing the CMI Level 5 Operations/Departmental Manager Apprenticeship, for example, become Chartered Managers recognised by the post nominals CMgr.

For example, awards Chartered Manager upon completion.

If you would like to hire an apprentice or take advantage of our Free Recruitment Service please contact **employerservices@dudleycol.ac.uk** or call **01384 363 808**



## **Fully Funded Apprenticeship Training\***

We are working in partnership with the West Midlands Combined Authority and other Local Authorities to cover the full cost of training for any Apprenticeship at any Level, providing your business or your apprentice reside in the WMCA area.

This adds up to free Apprenticeship training. Apprenticeships costs range from £3,500 to £27,000 per Apprentice, so this is quite a bargain.

\*subject to approval by the WMCA



## **Heading Strategic Partnership with the CMI**

Dudley College of Technology is a strategic partner of the Chartered Management Institute (CMI), the Chartered Body for Management and Leadership. For over 70 years, the CMI has worked with business and education to inspire people to become skilled, confident and successful managers and leaders. Your business can fund the cost of the CMI's world class training through an apprenticeship, as our Business Administration, Team Leader/Supervisor and Operations/Department Manager Apprenticeships are all accredited by the CMI, awarding your staff with post nominals in recognition of their hard work.



# Free Apprentice recruitment service

## Meet the Employment Hub Team

The Apprenticeship Hub, based at our Broadway Campus, is open 5 days a week year-round and offers a bespoke free-of-charge recruitment service tailored to an employer's needs.

In removing the 'recruitment headache' for employers, the team will advertise, short-list, pre-screen, supply applicants and schedule interviews for your business. They work alongside our colleagues in Employer Engagement to provide you with candidates who meet your specific requirements. Every candidate is interviewed by one of our expert Employment Officers

who will identify experience, skills and attitude. Candidate profiles are created by our Hub team as an amalgamation of the most relevant elements of a CV, the skills and experience from an online application and information shared at the Hub interview. Our profiles allow for a concise, well-crafted rounded overview of a candidate that you will find really useful.

The college attracts in the region of 1,600 online applications for our Apprenticeship programmes every year through [www.dudleycol.ac.uk](http://www.dudleycol.ac.uk) alone, and we also advertise vacancies on the National Apprenticeship Service website. The team also ensures that full-time learners who are looking to transfer from a full-time programme to an Apprenticeship get that opportunity.

## Who's who?

Contact one of our team today!

### Emma Southall

[emma.southall@dudleycol.ac.uk](mailto:emma.southall@dudleycol.ac.uk)

#### Specialist areas

Medical Administration  
Social Care  
Business Administration  
Customer Service

### Julie Perks

[julie.perks@dudleycol.ac.uk](mailto:julie.perks@dudleycol.ac.uk)

#### Specialist areas

Engineering  
Hair & Beauty  
Early Years  
ICT

### Claire Harper

[claire.harper@dudleycol.ac.uk](mailto:claire.harper@dudleycol.ac.uk)

#### Specialist Areas

Construction & Built Environment  
Motor Vehicle



## Business Administrator Level 3

### Who is this qualification for?

The Level 3 Business Administrator Apprenticeship is designed for a wide range of business professionals across all sectors, including public & private. Their role contributes to the efficiency of their organisation, influencing the customer experience & with their focus on adding value, ensures that their highly transferable skills are used effectively.

### How long will it take?

The qualification is delivered over an 18-month period (21 months including End Point Assessment), this course is completed in partnership with the Chartered Management Institute (CMI), and leads to Foundation Chartered Manager status, with the post nominals of fCMgr.

### Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace.

### Topics Covered

The training & delivery will focus on key knowledge, skills & behaviours, including record & document production, decision making, interpersonal skills & project management. There is a strong focus on IT skills & the quality of work outputs.



## Information Communications Technician Level 3

### Who is this qualification for?

An Information Communications Technician (ICT) provides support to internal and/or external customers, by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This occupation supports colleagues with their systems. They achieve this through monitoring and maintaining the systems and/or platforms to maximise productivity and user experience. An ICT could be installing and configuring computer systems, diagnosing hardware and/or software faults, solving technical and applications problems, either remotely or in person. Some examples of these issues are slow performance, connection problems, and an inability to access data.

### How long will it take?

The qualification is delivered over an 18-month period (21 months including End Point Assessment).

### Assessment Methods

The apprenticeship is delivered via on & off-the-job training with regular tutor visits and one day per week of College attendance during term time.

### Topics Covered

The training & delivery will focus on key knowledge, skills & behaviours, including: Approaches to back up and storage solutions, Basic elements of technical documentation and its interpretation, Principles of root cause problem solving using fault diagnostics for troubleshooting and basic awareness of the principles of cloud and cloud-based services.



## Team Leader or Supervisor Level 3

### Who is this qualification for?

The programme is perfect if you are an existing manager or supervisor seeking to learn new skills, manage projects or if you want to take the first step in your management career. Team Leaders provide direction, instructions and guidance to ensure the achievement of set goals. Working in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Upon completion, you will be eligible to apply for associate membership of the CMI with the postnominal fCMgr.

### How long will it take?

The qualification is delivered over a 14-month period (18 months including End Point Assessment). Delivery is via monthly training workshops.

### Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator from CMI.

### Topics Covered

The course covers topics including the theory and practice of:

**Interpersonal excellence:** this includes modules on leading and managing people, building relationships and communication.

**Organisational performance:** the study operational management, project management and finance.

**Personal effectiveness:** looks at self-awareness, management of self and decision making.

**Behaviours:** taking responsibility, inclusivity, agile thinking and professionalism.

## Operations or Department Manager Level 5

### Who is this qualification for?

An Operations or Departmental manager is someone who manages teams and/or projects, achieving operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner. Working in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Upon completion, you will be eligible to apply for membership of the CMI with the prestigious post nominal CMgr.

### How long will it take?

The qualification is delivered over a 30-month period (33 months including End Point Assessment). Delivery is via monthly training workshops.

### Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator from CMI.

### Topics Covered

The course covers topics including the theory and practice of:

**Organisational performance:** Operational Management, Project Management and Finance.

**Interpersonal excellence:** Leading people, Managing people, building relationships and Communication.

**Personal effectiveness:** Self awareness, management of self, decision making.

**Behaviours:** Taking responsibility, Agility, Inclusion and Professionalism.

Students will put their studies into practice by the completion of a project that forms the centrepiece of the End Point Assessment.

## Accounts or Finance Assistant Level 2

### Who is this qualification for?

An Accounts or finance assistant is an integral part of the team responsible for maintaining an efficient and accurate finance function within a business. The Accounts or finance assistant is responsible for assisting the team of accountants with junior accounting duties. These can vary massively depending on the team structure and size of business. An Accounts or finance assistant's work could include basic bookkeeping activities, working with sales and purchase ledgers, running calculations to ensure that records and payments are correct, recording of cash and data entry. Accounts or finance assistant can work in almost any sector. Potential employers include corporate businesses, sole traders, partnerships, Public sector, not-for-profit organisations and educational institutions. Accounts or finance assistant may work in-house for an organisation or they might work for an accountancy firm, bookkeeping practice, Shared Service provider, self-employed or on behalf of several different clients.

### How long will it take?

The qualification is delivered over a 12-month period (15 months including End Point Assessment). Delivery is via weekly attendance at College during term time.

Apprentices will achieve the AAT Foundation certificate in accounting (Level 2).

### Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace. Examinations will take place during the programme, which culminates in an End Point Assessment with an external Invigilator from AAT.

### Topics Covered

The course covers topics including Accounting systems and processes, Basic accounting, Ethical standards, Attention to Detail and Personal Effectiveness.



## Assistant Accountant Level 3

### Who is this qualification for?

An Assistant Accountant provides support to internal and external customers and will work predominately either as an assistant accountant within practise or alternatively within the finance function of an organisation. Part of their 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. In addition, the Assistant Accountant may find themselves involved in regulatory financial requirements such as the completion of VAT returns or assisting in the preparation of tax computations. Typical job titles will be: Assistant Accountant, Trainee Accounting Technician, Accounts Clerk, Cashier Finance Assistant, Purchase Ledger Clerk, Sales Ledger Clerk.

### How long will it take?

The qualification is delivered over an 18-month period (this does not include the End Point Assessment). Delivery is via weekly attendance at College during term time.

Apprentices will achieve the AAT Level 3 Certificate in accounting.

### Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace. Examinations will take place during the programme, which culminates in an End Point Assessment with an external Invigilator from AAT.

### Topics Covered

The course covers topics including Management Accounting, Financial Accounting and Reporting, Analysis, Using Systems and Processes, Personal Accountability.



## Customer Service Practitioner Level 2

### Who is this qualification for?

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

### How long will it take?

The qualification is delivered over a 12 month period plus End Point Assessment.

### Assessment Methods

The apprenticeship is delivered via on and off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator.

### Topics Covered

The course covers topics including the theory and practice of:

**Knowing your customers:** This includes modules on understanding who customers are, the difference between internal and external customers and the different needs and priorities of customers and the best way to manage their expectations.

**Understanding the organisation:** This includes the purpose of the business and what 'brand promise' means and knowing your organisation's core values and how they link to the service culture.

Know the internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation.

**Meeting regulations and legislation:** Knowing the appropriate legislation and regulatory requirements that affect your business.

**Systems and resource:** Knowing how to use systems, equipment and technology to meet the needs of your customers.



## Customer Service Specialist Level 3

### Who is this qualification for?

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

### How long will it take?

The qualification is delivered over an 18 month period plus End Point Assessment.

### Assessment Methods

The apprenticeship is delivered via on and off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator.

### Topics Covered

The course covers topics that include the theory and practice of:

**Business Knowledge and Understanding:** This includes modules on understanding what continuous improvement means in a service environment and how your recommendations for change impact your organisation.

**Customer Journey knowledge:** This will enable you to understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience and how to understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention.

**Knowing your customers and their needs/ Customer Insight:** This includes modules examining knowing your internal and external customers and how their behaviour may require different approaches from you, and understanding how to analyse, use and present a range of information to provide customer insight.

**Customer service culture and environment awareness:** You will look at how to keep current and maintain knowledge and understanding of regulatory considerations and drivers and impacts in relation to how you deliver for customers.



# Get in touch!



**Call us...**  
01384 363 808



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[employerservices@dudleycol.ac.uk](mailto:employerservices@dudleycol.ac.uk)



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