



North Tyneside Council

North Tyneside Council Adult Learning Service  
Course Information Sheet 2019-2020

# Course Information for Apprenticeships

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# Advanced Apprenticeship in Business Administration

North Tyneside Council

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a business administration role, which allows you the opportunity to meet the full requirements of the level 3 apprenticeship. Your administrative role **must** allow you to develop, implement, maintain and improve administrative services and you will also be required to manage a project for part of your apprenticeship. To qualify for entry onto level 3 you will already hold a level 2 vocational qualification in a related subject or will have at least 12 months experience in a relevant role. You will be required to achieve a Level 2 standard in English, maths and ICT by attending weekly classes at one of our centres until completed. If you have existing English, maths or ICT qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

You will learn the underpinning knowledge through blended learning, consisting of group training sessions, digital learning and tutorials carried out in the workplace.

- Business regulations, legislation and compliance
- Verbal, written and digital communication skills
- Creating, producing and writing business documents
- Principles of Project Management
- Organising and providing support for meetings and events
- Information and data management
- Collaborative team working skills
- Coaching others
- Continuous Professional and Personal Development
- Providing customer service excellence
- Extended English writing, maths and ICT skills, relevant to business
- English and maths functional skills, if required

With coaching and support from your employer and your tutor, you will apply this knowledge to your organisation's standards and to your specific administrative role to meet the requirements of the apprenticeship.

<b>Assessment</b>	<b>End Point Assessment Centre: City &amp; Guilds</b>
Your knowledge, skills and behaviours will be assessed at the end of your apprenticeship, by a multiple choice exam, a portfolio based interview and you will deliver a presentation and answer questions about the project you have completed.	

<b>Course Length</b>
The Advanced Apprenticeship in Business Administration is completed within 20 months.

<b>Attendance</b>
You will be working in a business environment, receiving on the job coaching and training in the workplace and will attend the training centre for monthly training sessions in business administration and, if required, weekly sessions in functional skills. You will be using digital learning materials and will be required to complete tasks and upload these to your e-portfolio, during allocated off the job training.

<b>What else do I need to know?</b>
The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

<b>What could I do next?</b>
You will be able to progress to a level 4 qualification if you secure a job role that suits the requirements. Please ask your tutor for further information.

<b>Important Information for Employers</b>
<p>The apprentice must be employed for the 20 months duration of the programme. They will require an allocation of 20% off the job training time to enable them to complete coursework and assignments. At the 12 – 18 months stage of their 20 months programme, the level 3 apprentice will be prepared for the apprenticeship gateway and End Point Assessment. This will involve a 2 week intensive period of study, revision and tutorials with their assigned tutor.</p> <p>To complete their apprenticeship, your level 3 apprentice business administrator will be required to support functional areas, work across teams and resolve issues as requested. They will be required to manage stakeholders, organise meetings and events and write business correspondence. They will learn to understand financial processes, record and analyse data and create business documents. As part of their end point assessment, they will have managed a project to implement changes and have demonstrated responsibility, flexibility, and reasoning to make decisions appropriate to their level of authority.</p> <p>More information can be found here:  <a href="#"><u>Institute for Apprenticeships and Technical Education / Business administrator</u></a></p>



North Tyneside Council

# Advanced Apprenticeship in Construction

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a construction setting. You will be required to achieve a Level 2 functional skills in English and maths by attending weekly classes followed by an online exam. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

This qualification is aimed at people working in a construction role. This course will cover:

- Conforming to General Health, Safety and Welfare in the Workplace
- Installing Bespoke First Fixing Components in the Workplace
- Installing Bespoke Second Fixing Components in the Workplace
- Confirming Work Activities and Resources for an Occupational work area in the Workplace
- Developing and Maintaining Good Occupational Working relations in the Workplace
- Confirming the Occupational Work Method of work in the Workplace
- Setting up and Using Transportable Cutting and Shaping Machines in the Workplace.

## Assessment

**Awarding body:** NOCN

Assessments will be through observation of performance in the workplace, practical tests at the end of each unit and work books. You must attend training sessions where you will learn specialist joinery skills on a weekly basis until the end of your apprenticeship. You must be in the correct role to be able to achieve the full qualification; this will be discussed with your line manager. Progress will be tracked using an online e portfolio which must be accessed when required.

## Course Length

The level 3 apprenticeship in construction is usually completed within 24 months.

## Attendance

You will be working in a construction environment receiving training in the workplace and will attend the training centre for weekly sessions in joinery and carpentry and Functional Skills.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any construction business. All training materials will be provided at the training centre.

**What could I do next?**

You will be able to progress to a job in construction.



North Tyneside Council

# Advanced Apprenticeship in Customer Service

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a business administration role that fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your business qualification. You will be required to achieve a Level 2 standard in English, maths and ICT by attending weekly classes at one of our centres until completed. If you have existing English, maths or ICT qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

This qualification is aimed at people working in a customer service role. This course will cover:

- Health, safety and safeguarding
- Employment legislation and following procedures
- Applying customer service legislation
- Developing customer relationships
- Evaluating and developing the customer service process
- Leading a team
- Advanced communication skills
- Functional Skills.

## Assessment

**Awarding body:** City & Guilds

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

## Course Length

The Advanced Apprenticeship in Customer Service is completed within 18 months.

## Attendance

You will be working in a customer service environment, receiving training in the workplace and will attend the training centre for monthly training sessions in customer service and weekly sessions functional skills. You must attend all sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any customer service environment. All training materials will be provided at the training centre.

**What could I do next?**

You will be able to progress to a Level 4 qualification. Please ask your tutor for further information.



North Tyneside Council

# Advanced Apprenticeship in Early Years Educator

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

You must:

- Be employed at an early years nursery for 30 hours per week, working with children aged under five.
- Be in the correct role within nursery to achieve the qualification
- You will be required to achieve Level 2 standard in English, Level 2 in maths and level 3 Award in Paediatric First Aid or Level 3 Award in emergency Paediatric First Aid. You must produce existing copies of English and maths certificates to assess their relevance if you have already completed the required standard. A decision will be made once these certificates have been seen. Otherwise all apprentices will need to attend weekly functional skills sessions from the beginning of their programme and enrol on a First Aid course as outlined above.

You will require a DBS Clearance.

## What will I learn on this course?

On this course you will look more closely at the work you do with children (0-5 years) in the following areas:

- Enabling children to learn
- Promoting health and wellbeing
- Special educational needs
- Working with families
- Implementing change.

Learners will develop and use skills of leadership, mentoring, coaching and reflection as they complete the qualification through work-based learning opportunities.



<b>Assessment</b>	<b>End Point Assessment Centre: NCFE/Cache</b>
<p>You will be assessed by an independent end point assessment centre at the end of your on programme training, usually after 18 months. You will be required to complete an e portfolio of evidence to support a professional discussion which will be part of your end point assessment and you will be required to sit a knowledge test You will be assessed throughout your programme using the following methods:</p> <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Observations of you working with children</li> </ul> <p>It is expected that you will spend around 20% of your contracted time “off the job training” and will attend workshops every three to four weeks. You will need the support and approval of your employer who will work closely with you to review your progress. You will need to access One File e portfolio to work on assignments as part of your off the job training in the work place.</p>	

<b>Course Length</b>	<b>Attendance</b>
<p>This apprenticeship will be completed within 2 years.</p>	<p>You will be working in an early years environment and receiving training in the work place as well as the classroom where you will learn underpinning knowledge for the qualification.</p> <p>You may also be attending weekly functional skills sessions. You must attend all sessions to ensure you progress through your qualification.</p>

<b>What else do I need to know?</b>
<p>You must be employed by an early years setting for 24 months to complete the required assessments. An enhanced Disclosure and Barring Service certificate is required to be employed by an early years setting.</p> <p>This course would suit learners who are looking to develop leadership and specialist skills for use in their current role, or in preparation to take on a specialist role such as a Special Educational Needs Coordinator or a Physical Activity and Nutrition Coordinator.</p> <p>It would also suit learners who want to progress to further learning to take on a position of leadership within the setting.</p>

<b>What could I do next?</b>
<p>This qualification will prepare learners for study at a higher level, for example a Foundation Degree in Early Years or Graduate programs.</p>



North Tyneside Council

# Advanced Apprenticeship in Management

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in one of the following roles section manager; first line manager; assistant manager; trainee manager; senior supervisor; junior non-commissioned officer which will ensure it fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your business qualification. You will be required to achieve a Level 2 standard in English, maths and ICT by attending weekly classes at one of our centres until completed. If you have existing English, maths or ICT qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

Managers play an integral role in supporting organisational objectives through a wide range of functions, such as: planning, allocating & monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service.

You will also develop knowledge in the following areas:

- Manage team performance
- Principles of business
- Principles of leadership and management
- Manage personal and professional development.

## Assessment

**Awarding body:** NCFE

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

**Course Length**

The Advanced Apprenticeship in Management is completed within 18 months

**Attendance**

You will be working in a management environment, receiving training in the workplace and will attend the training centre for monthly training sessions in management and weekly sessions in functional skills. You must attend all sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

**What could I do next?**

Higher Advanced Apprenticeship in Management  
Higher Advanced Apprenticeship in Professional and Business Administration.



North Tyneside Council

# Advanced Apprenticeship Teaching Assistant

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

- You must be employed in a relevant advanced apprenticeship role within a school environment and achieved either an Intermediate Apprenticeship in Supporting Teaching and Learning in Schools or a Level 2 Certificate in Supporting Teaching and Learning (or equivalent) is essential.
- Be employed at a school for 30 hours per week, working with children aged five or over. You will be required to achieve Level 2 standard in English and Level 2 in maths if you have not already done so. You must produce existing copies of English and maths to assess their relevance if you have already completed the required standard. A decision will be made once these certificates have been seen. Otherwise all apprentices will need to attend weekly functional skills sessions from the beginning of their programme.

## What will I learn on this course?

This is a nationally recognised qualification which will extend the skills of teaching assistants in supporting pupils' learning in areas such as special educational needs, literacy, numeracy and ICT, and will enable them to work more effectively in supporting achievement and inclusion. It provides a qualification that will formalise their classroom experience. Candidates will learn how to:

- Develop and maintain professional skills and knowledge
- Develop and maintain effective working relationships
- Contribute to the management of pupil behaviour
- Contribute to pupils' learning
- Support pupils with special educational needs

Support the development of pupils' literacy, numeracy and ICT skills.

<b>Assessment</b>	<b>Awarding body: NCFE/Cache</b>
<p>You will be assessed by an independent end point assessment centre at the end of your on programme training, usually after 18 months. You will be required to complete an e portfolio of evidence to support a professional discussion which will be part of your end point assessment together with a practical observation in the workplace, questions and answers. You will be assessed throughout your on programme training using a variety of methods, such as:</p> <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Observations of you working with children</li> <li>• Reflective accounts</li> <li>• Professional discussion</li> <li>• And many more.</li> </ul> <p>This is to ensure you're prepared for your end point assessment at the end of the programme. It is expected that you will spend around 20% of your contracted time in "off the job training" and will attend workshops every three to four weeks. You will need the support and approval of your employer who will work closely with you to review your progress. You will need to access One File e portfolio to work on assignments as part of your off the job training in the work place.</p>	

<b>Course Length</b>
<p>You can complete the course usually within 12-18 months with end point assessment being carried out after this.</p> <p>You will also receive regular individual reviews with your tutor and employer.</p>

<b>Attendance</b>
<p>You will be working in a school environment and receiving training in the work place as well as the classroom where you will learn underpinning knowledge for the qualification. You may also be attending weekly functional skills sessions. You must attend all sessions to ensure you progress through your qualification.</p>

<b>What else do I need to know?</b>
<p>You must be employed by a school for 12-18 months to complete the required assessments. An enhanced Disclosure and Barring Service certificate is required to be employed by a school.</p>

<b>What could I do next?</b>
<p>HLTA or level-4-certificate-for-the-advanced-practitioner-in-schools-and-college.</p>



# Higher Advanced Apprenticeship in Management

North Tyneside Council

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

This is a level 4 qualification and requires suitable academic ability to cope with this apprenticeship. In order to enrol on this course you **must** be in paid employment in one of the following roles; manager, head of function or area manager to ensure it fits the requirements of the apprenticeship. It is expected that level 4 higher apprentices will have some experience of working at a junior or middle management level to ensure they have the suitable foundations on which to further build their knowledge and skills. Learners are also expected to have some line management experience. You will attend a monthly hub session to support the completion of your management qualification. You will be expected to be working at a good level of English and maths (GCSE standard) due to the rigours of the assessments. You will be assessed before starting the programme to ensure the role and your academic level can cope with the level of the qualification.

## What will I learn on this course?

Managers at level 4 play an integral role in developing and supporting organisational objectives through a wide range of functions, such as: managing team dynamics, delegation and capability building, planning and managing projects, and managing budgets.

During your apprenticeship you will develop knowledge in the following areas:

- Principles of building respectful and productive working relationships in organisations
- Managing personal and professional development
- Principles of management and leadership in organisations
- Operational and human resource planning and management

## Assessment

**Awarding body: NCFE**

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

### **Course Length**

This apprenticeship can usually be completed in 2 years.

### **Attendance**

You will be working in a management environment, receiving training in the workplace and will attend the training centre for monthly training sessions in management. You do not need to complete English or maths qualifications but it is expected that you will be working at GCSE level to cope with the academic requirements. You must attend all sessions.

### **What else do I need to know?**

This is a level 4 qualification and you will be expected to write assignments to this level. There are several assessments during the programme and it is important you secure support from your employer and have time to complete these assessments before enrolling on this programme.

### **What could I do next?**

The Level 5 Higher Apprenticeship in Management & Leadership  
Further or higher education to undertake business related or other qualifications, including: Foundation Degrees in areas such as management and leadership, business, business management, and business administration.



North Tyneside Council

# Higher Apprenticeship in Project Management Level 4

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in one of the following roles Project Manager, Project Coordinator, Project Executive or Project Support Officer which will ensure it fits the requirements of the apprenticeship. Your role might include overseeing project development, defining project scope and timescales, budget management, managing resources, quality assurance, risk management, engaging stakeholders and analysing change. Your Project Coordinator role might include tasks such as quality assurance, fulfilling organisational and project aims, project coordination, assessing and controlling risks, reporting and managing budgets, research and analysis. You will attend a monthly hub session to support the completion of an APM qualification that is equivalent to the first of a degree. You must have achieved suitable passes at GCSE in maths and English to be able to cope with the academic level of the programme. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme. You must be at least 18 years old due to the complexity of certain projects.

## What will I learn on this course?

Project Managers play an integral role in supporting organisational objectives through a wide range of functions.

You will also develop knowledge in the following areas:

- Principles of project management
- Project stakeholder management
- Project communications
- Business case, project structure and progress monitoring
- Managing project scope
- Managing project schedule
- Managing project finances
- Managing project risk
- Managing project quality
- Managing project resources
- Provide leadership and direction for own area of responsibility
- Plan, allocate and monitor work in own area of responsibility



<b>Assessment</b>	<b>Awarding body:</b> EAL
<p>You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work. Trainee Project Managers will need to pass two externally set assignments and one invigilated exam lasting three hours. You will also undergo work place assessment through observation of practice, questions and answers and self reflective accounts on the role of a Project Manager</p>	

<b>Course Length</b>
<p>The Higher Advanced Apprenticeship in Project Management will be completed within 24 months</p>

<b>Attendance</b>
<p>You will be working in a Project Management environment, receiving training in the workplace and attend monthly sessions with the training provider. You must attend all sessions. You must also have agreement from your line manager to be able to complete work during your contracted time that equates to 20% of your contracted hours.</p>

<b>What else do I need to know?</b>
<p>The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre including a work booklet and eportfolio system.</p>

<b>What could I do next?</b>
<p>Higher Advanced Apprenticeship in Management.</p>



North Tyneside Council

# Intermediate Apprenticeship Commis Chef

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

You must:

- Be employed in a catering environment for 30 hours or less per week
- Be in the correct role within the catering environment to achieve the standard required
- You will be required to achieve Level 1 standard in English and maths if you have not already done so. You must produce existing copies of English and maths certificates to assess their relevance if you have already completed the required standard. A decision will be made once these certificates have been seen. Otherwise all apprentices will need to attend weekly functional skills sessions from the beginning of their programme.

## What will I learn on this course?

You will develop understanding of and demonstrate competence in the preparation of food and carrying out various cooking tasks under the supervision of the senior chef.

This will include:

- Contribute to reviewing and refreshing the menus in line with business and customer requirements
- Use available technology in line with business procedures and guidelines to achieve the best results
- Check food stocks, report shortages, prioritise food that is close to expiry and keep storage areas in good order
- Measure dish and ingredient sizes accurately
- Use correct knives and knife skills when preparing food and use correct equipment when preparing cooking and presenting food
- Work effectively with others to ensure dishes are produced to a high standard and delivered on time
- Maintain a clean and hygienic kitchen environment at all times, complete kitchen documentation as required

You will also cover Employee Rights and Responsibilities and Personal Learning Thinking Skills. You will gather evidence for this as you build your e portfolio of evidence (see below).

<b>Assessment</b>	<b>End Point Assessment Organisation: City &amp; Guilds</b>
<p>You will complete an E Portfolio of evidence which will hold all assessments completed. You will be assessed using a variety of methods, such as:</p> <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Observations of you working with children</li> <li>• Reflective accounts</li> <li>• Professional discussion</li> <li>• And many more</li> </ul> <p>This will prepare you for Gateway and your End Point Assessment when at the end of your on programme training you will take a final assessment with City &amp; Guilds that includes the following assessment methods:</p> <ul style="list-style-type: none"> <li>• On demand 90 minute multiple choice test</li> <li>• Three hour practical observation in the work place</li> <li>• Two hour culinary challenge observation on a main and dessert based dish</li> <li>• A forty minute Professional Discussion to assess your knowledge and skills</li> </ul> <p>It is expected that you will spend around 20% of your contracted time “off the job training” and will attend workshops every week. You will need the support and approval of your employer who will work closely with you to review your progress. You will need to access One File e portfolio to work on assignments as part of your off the job training in the work place.</p>	

<b>Course Length</b>
<p>You can complete the course usually within 18 -20 months. You will also receive regular individual reviews with your tutor and employer.</p>

<b>Attendance</b>
<p>You will be working in a catering environment and receiving training in the work place as well as a training kitchen where you will learn underpinning knowledge for the qualification. You may also be attending weekly functional skills sessions. You must attend all sessions to ensure you progress through your qualification.</p>

<b>What else do I need to know?</b>
<p>You must be employed for at least 18 months to complete the required assessments. An enhanced Disclosure and Barring Service certificate is required to be employed by a school.</p>

<b>What could I do next?</b>
<p>You will be able to move onto the Advanced Apprenticeship in a specific area of catering.</p>



North Tyneside Council

# Higher Apprenticeship in Business Administration

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

This is a level 4 qualification. In order to enrol on this course you **must** be in paid employment in an office manager business administration role that fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your business qualification. You will be expected to be working at a good level of English and maths due to the rigours of the assessment. You will be assessed before starting the programme to ensure the role and your academic level can cope with the qualification.

## What will I learn on this course?

- Communicate in a business environment
- Manage personal and professional development
- Manage work of an administrative function
- Resolve administrative problems
- Contribute to the improvement of the business
- Manage an office facility

## Assessment

## Awarding body: City & Guilds

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

## Course Length

You will usually complete this qualification in two years.

## Attendance

You will be working in a business environment, receiving training in the workplace and will attend the training centre for monthly training sessions in business administration and weekly sessions of functional skills. You must attend all sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

**What could I do next?**

A degree apprenticeship in HR or Management.



North Tyneside Council

# Intermediate Apprenticeship in Business Administration

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a business administration role that fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your business qualification. You will be required to achieve a Level 1 standard in English, maths and ICT by attending weekly classes at one of our centres until completed. If you have existing English, maths or ICT qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

This qualification is aimed at people working in an administrative role. This course will cover:

- Employment rights and responsibilities
- Employment legislation and following procedures
- Working in a team
- Telephone skills
- Handling mail
- Providing administrative services
- Effective customer service
- Managing information and producing documents
- Diary management
- Arranging meetings
- Supporting business events
- Functional Skills.

## Assessment

**Awarding body:** City & Guilds

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

**Course Length**

The level 2 apprenticeship in business administration is usually completed within 14 months.

**Attendance**

You will be working in a business environment, receiving training in the workplace and will attend the training centre for monthly training in business administration and weekly sessions in functional skills. You must attend all sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

**What could I do next?**

You will be able to progress to an Advanced Level Apprenticeship in Business Administration.



North Tyneside Council

# Intermediate Apprenticeship Children and Young People's Workforce

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

You must:

- Be employed at an early years nursery or with young people years for 30 hours per week, working with children aged under five or up to the age of 19
- Be in the correct role within nursery or real work environment to achieve the qualification
- You will be required to achieve Level 1 standard in English, Level 1 in maths and ICT if you have not already done so. You must produce existing copies of English, maths or ICT certificates to assess their relevance if you have already completed the required standard. A decision will be made once these certificates have been seen. Otherwise all apprentices will need to attend weekly functional skills sessions from the beginning of their programme.

You will require a DBS Clearance.

## What will I learn on this course?

You will learn:

- How to support physical care routines for children
- The role of the early years practitioner
- How to understand partnership working
- About legislation relating to the safeguarding, protection and welfare of children and young people.
- How to use legislation relating to the health and safety of children and young people.
- How to plan and support play and leisure activities, development and learning

How to engage in your own professional development.



<b>Assessment</b>	<b>Awarding body: NCFE Cache</b>
<p>You will complete an E Portfolio of evidence which will hold all assessments completed. You will be assessed using a variety of methods, such as:</p> <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Observations of you working with children and young people</li> <li>• Reflective accounts</li> <li>• Professional discussion</li> <li>• And many more.</li> </ul> <p>It is expected that you will spend around 20% of your contracted time in “off the job training” and will attend workshops every three to four weeks. You will need the support and approval of your employer who will work closely with you to review your progress. You will need to access One File e portfolio to work on assignments as part of your off the job training in the work place.</p>	

<b>Course Length</b>
<p>12-18 months. You will also receive regular individual reviews with your tutor and employer.</p>

<b>Attendance</b>
<p>You will be working in an early years environment or with young people and receiving training in the work place as well as the classroom where you will learn underpinning knowledge for the qualification. You may also be attending weekly functional skills sessions. You must attend all sessions to ensure you progress through your qualification.</p>

<b>What else do I need to know?</b>
<p>You must be employed by an early years nursery or with young people for 12-18 months to complete the required assessments. An enhanced Disclosure and Barring Service certificate is required to be employed by a school. The aim of the qualification is to prepare learners to work with children between birth and five years and young people up to the age of 19 years.</p>

<b>What could I do next?</b>
<p>This qualification allows progression to the CACHE Level 3 Early Years Educator qualifications and other Level 3 qualifications relating to childcare or the level 3 Diploma in Children’s and Young People’s Workforce.</p>



North Tyneside Council

# Intermediate Apprenticeship in Carpentry and Joinery

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a construction setting. You will be required to achieve a Level 1 standard in English and maths. You will attend knowledge and practical sessions in carpentry & joinery to support progress towards your qualification. You will be required to achieve a Level 1 standard in English and maths by attending weekly classes at one of our centres until completed. If you have existing English and maths qualifications that may exempt you from functional skills, original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

This qualification is aimed at people working in a construction role. This course will cover:

- Carry out safe working practices
- Communication with others
- Building methods and construction technology
- Install first fix components
- Lay flooring
- Stud partitions
- Door lining and frames
- Install roofing
- Install second fix components
- Fix skirting board and architrave
- Hang doors and install ironmongery
- Kitchen fitting
- Power tools and hand tools
- Carry out maintenance

Set up and operate circular saws.

**Assessment****Awarding body: NOCN**

Assessments will be through an end point assessment centre who will carry out an observation of performance in the workplace and written knowledge test at the end of the on programme training. You will also need to achieve your level 2 NVQ in Carpentry and Joinery as part of your apprenticeship where you will be assessed in the workplace through direct observation. You must attend training sessions where you will learn specialist joinery skills on a weekly basis until the end of your apprenticeship. You must be in the correct role to be able to achieve the full qualification; this will be discussed with your line manager. Progress will be tracked using an online e portfolio which must be accessed when required.

**Course Length**

The level 2 apprenticeship in construction is usually completed within 24 months.

**Attendance**

You will be working in a construction environment receiving training in the workplace and will attend the training centre for sessions in joinery and carpentry and Functional Skills on a weekly basis. You must attend these sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any construction business. All training materials will be provided at the training centre.

**What could I do next?**

You will be able to progress to an Advanced Level Apprenticeship in Construction.



North Tyneside Council

# Intermediate Apprenticeship in Customer Service

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a customer service role that fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your customer service qualification. You will be required to achieve a Level 1 standard in English and maths by attending weekly classes at one of our centres until completed. If you have existing English or maths qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

This qualification is aimed at people working in a customer service role. This course will cover:

- Employment rights and responsibilities
- Employment legislation and following procedures
- Customer Service legislation
- Working in a customer service environment
- Telephone techniques
- Working in a team
- Developing customer relationships
- Communication skills
- Functional Skills

## Assessment

## End Point Assessment Centre: City & Guilds

You will be assessed by an independent end point assessment centre at the end of your on programme training, usually after 14 months. You will be required to complete an e portfolio of evidence to support a showcase at the end of your programme and participate in a professional discussion and practical observation. You must pass all of these criteria to achieve your apprenticeship.

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

**Course Length**

The Level 2 Apprenticeship in Customer Service is completed within 14 months.

**Attendance**

You will be working in a customer service environment, receiving training in the workplace and will attend the training centre for monthly training sessions in customer service and weekly sessions in functional skills. You must attend all sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business.

All training materials will be provided at the training centre.

**What could I do next?**

You will be able to progress to an Advanced Level Apprenticeship in Customer Service.



North Tyneside Council

# Intermediate Apprenticeship in Painting & Decorating

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in a painting & decorating setting. You will be required to achieve a Level 1 standard in English and maths. You will attend knowledge and practical sessions in painting & decorating to support progress towards your qualification. You will be required to achieve a Level 1 standard in English and maths by attending weekly classes at one of our centres until completed. If you have existing English and maths qualifications that may exempt you from functional skills, original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

You will learn a variety of industrial painting techniques that will allow you to achieve Level 2 NVQ in Decorative Finishing and the Diploma in Painting & Decorating. You will attend training weekly in a real work environment to learn these practical skills.

## Assessment

**Awarding body: NOCN**

Assessments will be through observation of performance in the workplace, practical tests at the end of each unit and work books. You must attend training sessions where you will learn specialist painting and decorating skills on a weekly basis until the end of your apprenticeship. You must be in the correct role to be able to achieve the full qualification; this will be discussed with your line manager. Progress will be tracked using an online e portfolio which must be accessed when required.

## Course Length

The level 2 apprenticeship in construction is usually completed within 24 months.

## Attendance

You will be working in a painting & decorating environment, receive training in the workplace and attend the training centre for sessions in painting and decorating as well as Functional Skills on a weekly basis. You must attend these sessions.

**What else do I need to know?**

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any construction business. All training materials will be provided at the training centre.

**What could I do next?**

You will be able to progress to an Advanced Level Apprenticeship in Decorative Finishing and Industrial Painting.



North Tyneside Council

# Intermediate Apprenticeship in Team Leading

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this course you **must** be in paid employment in one of the following roles team leader; section leader; floor manager; helpdesk manager; trainee supervisor; team co-ordinator which will ensure it fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your qualification. You will be required to achieve a Level 1 standard in English, maths and ICT by attending weekly classes at one of our centres until completed. If you have existing English, maths or ICT qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

## What will I learn on this course?

This programme aims to provide learners with the skills and knowledge required to successfully lead a team, develop learners' skills in communication, leadership and personal performance management and build learners' knowledge of the principles of team leading, as well as their understanding of business.

The qualification covers the skills and knowledge needed to be a successful team leader, covering competencies applicable to a wide range of contexts.

- Manage personal performance and development
- Communicate work-related information
- Lead and manage a team
- Principles of team leading
- Understand business
- Equality and diversity
- Managing conflict within a team
- Collaboration with other departments
- Participate in a project



<b>Assessment</b>	<b>Awarding body: NCFE</b>
<p>You will attend training at monthly sessions, where you will learn the underpinning knowledge and you will access One File e portfolio during your off the job time in the work place to complete assignment work.</p> <p>You will be assessed by assignments, online exams and practical observations carried out by your assessor.</p>	

<b>Course Length</b>
<p>You will be able to complete the apprenticeship within 18 months.</p>

<b>Attendance</b>
<p>You will be working in a team leading environment, receiving training in the workplace and attend the training centre for monthly training in team leading and weekly sessions in functional skills. You must attend all sessions.</p>

<b>What else do I need to know?</b>
<p>The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.</p>

<b>What could I do next?</b>
<p>Level 3 in Management  Level 2 and 3 in Business Administration  Level 2 and 3 in Customer Service.</p>



North Tyneside Council

# Intermediate Apprenticeship Teaching Assistant

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or  
to apply online go to [www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

You must:

- Be employed at a school for 30 hours per week, working with children aged five or over
- Be in the correct role within school to achieve the qualification
- You will be required to achieve Level 2 standard in English, Level 1 in maths and ICT if you have not already done so. You must produce existing copies of English, maths or ICT certificates to assess their relevance if you have already completed the required standard. A decision will be made once these certificates have been seen. Otherwise all apprentices will need to attend weekly functional skills sessions from the beginning of their programme.

## What will I learn on this course?

You will develop understanding of and demonstrate competence in the teaching assistant's role of supporting the teacher in relation to pupil learning, especially literacy and numeracy skills.

This will include:

- Child development
- Pupil learning
- The National Curriculum
- The legal and national requirements of equal opportunities, special educational needs, health and safety and safeguarding procedures.

You will also cover Employee Rights and Responsibilities and Personal Learning Thinking Skills. You will gather evidence for this as you build your portfolio of evidence (see below).

<b>Assessment</b>	<b>Awarding body: Cache</b>
<p>You will complete an E Portfolio of evidence which will hold all assessments completed. You will be assessed using a variety of methods, such as:</p> <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Observations of you working with children</li> <li>• Reflective accounts</li> <li>• Professional discussion</li> <li>• And many more.</li> </ul> <p>It is expected that you will spend around 20% of your contracted time “off the job training” and will attend workshops every three to four weeks. You will need the support and approval of your employer who will work closely with you to review your progress. You will need to access One File e portfolio to work on assignments as part of your off the job training in the work place.</p>	

<b>Course Length</b>
<p>You can complete the course usually within 12-18 months.</p> <p>You will also receive regular individual reviews with your tutor and employer.</p>

<b>Attendance</b>
<p>You will be working in a school environment and receiving training in the work place as well as the classroom where you will learn underpinning knowledge for the qualification. You may also be attending weekly functional skills sessions. You must attend all sessions to ensure you progress through your qualification.</p>

<b>What else do I need to know?</b>
<p>You must be employed by a school for 12-18 months to complete the required assessments. An enhanced Disclosure and Barring Service certificate is required to be employed by a school.</p>

<b>What could I do next?</b>
<p>You will be able to move onto the Advanced Apprenticeship in Supporting Teaching and Learning in Schools.</p>