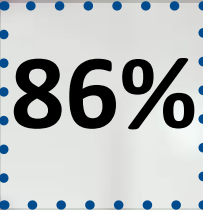


INSPIRED LEARNING


APPRENTICESHIP PROSPECTUS





86%

of employers said that the training has benefited their business




95%

of learners would recommend an Apprenticeship to a friend or colleague



89%

of employers said that they would recommend TCHC Group to others



92%

of employers said that the training has been of benefit to their staff

HELPING ORGANISATIONS GROW THROUGH EFFECTIVE TALENT MANAGEMENT

TCHC is here to help you grow your business through people. We offer end-to-end talent management programmes to help you motivate, develop and retain your star players, ensuring they provide the best service and care to your clients at all times.

We support organisations of all sizes in a range of sectors to achieve their talent management objectives.

DEVELOP YOUR EXISTING STAFF

Supporting team members to grow within your organisation is a great way to fill skills gaps and reward high performing employees.

Higher-level skills are vital to business performance and growth.

Through Apprenticeships you can provide existing staff with the opportunity to obtain, up to degree level, qualifications with minimal business impact and cost.

Speak to us about maximising your talent management activity with Apprenticeships.

“ Apprenticeships are a huge return on investment, they are the people who are going to be looking after our business in the future and making it sustainable long-term.

”

Training and Development Manager, Port of Tilbury

ABOUT TCHC

TCHC is an established vocational training provider delivering a broad range of qualification programmes. Our aim is to assist our clients in building a skilled team that will help them meet their growth and talent management objectives successfully.

WHY CHOOSE US?

TCHC is a quality assured OFSTED rated Good training provider.

We provide specialist workplace learning for all levels, supporting local and national clients in understanding their training needs and delivering tailored on-site programmes.

Our aim is to help our clients maximise the rewards and benefits of their talent management programmes. We will match your requirements with a suitable learning programme and provide you with ongoing mentoring and support to ensure the successful completion of your chosen qualification or training course.

APPRENTICESHIPS

Apprenticeships are work-based learning programmes designed to help you grow your team and develop talent within your organisation.

WHAT DOES AN APPRENTICESHIP INVOLVE?

- A training programme delivered in the workplace
- Completing a nationally recognised qualification from GCSE equivalent up to degree level
- Skills development for your existing team who are moving into a new role, or new employees who are joining your organisation.

WHAT ARE THE BENEFITS TO YOUR ORGANISATION?

- Develop a motivated and skilled team who can help you meet your organisational objectives
- Attract new talent to your organisation and integrate them into your company culture, whilst gaining a qualification
- Bridge skills gaps within your sector
- Skilled employees who recognise the investment you have made in them
- Increased staff retention; by allowing team members to progress within your organisation you will retain valuable skills and knowledge.

FRAMEWORKS AND STANDARDS

Apprenticeships are delivered under either the framework or standard model.

WHAT DOES A FRAMEWORK INVOLVE?

- Knowledge based qualification
- Competence based qualification
- Functional skills
- Combined qualification
- Employment rights and responsibilities
- Personal Learning and thinking skills

WHAT DOES A STANDARD INVOLVE?

- Designed to industry standards
- Focuses on knowledge, skills and behaviours
- Not qualification driven
- Short and concise
- End-point assessment and grading
- Alignment to professional registration



ADULT CARE WORKER Standard

This is a professional qualification specifically designed to develop the skills and knowledge of those working in the health and social care sector.

COURSE DETAILS

Entry requirements:

Set by the employer

Course Length:

15 months

Qualification:

Level 2 Diploma in Health and Social Care – Adult Care Worker

Functional Skills:

Must achieve Functional Skills level 1 English and Maths (if not already attained)



LEAD ADULT CARE WORKER Standard

Being a Lead Adult Care Worker will give you responsibility of supervising and guiding other carers. You'll be working on the frontline ensuring that you and your team deliver the highest quality of support.

COURSE DETAILS

Entry requirements:

Set by the employer

Course Length:

18 months

Qualification:

Level 3 Diploma in Health and Social Care – Lead Adult Care Worker

Functional Skills:

Must achieve Functional Skills level 2 English and Maths (if not already attained)

CARE LEADERSHIP AND MANAGEMENT

By providing leadership, guidance and direction to staff at the frontline of care delivery you are instrumental in improving the health and wellbeing of those receiving care and support. This Level 5 qualification supports and develops those who manage a practice or lead and manage teams. It provides you with the skills and knowledge to effectively improve and efficiently run and lead others in a care establishment.

COURSE DETAILS

Entry requirements:

Set by the employer – but should be working in the role of Deputy or Manager or carry responsibilities associated with these roles.

Course Length:

Minimum of 15 months

Qualification:

Level 5 Higher Apprenticeship in Health and Social Care

Functional Skills:

Must achieve Functional Skills level 2 English and Maths (if not already attained)

CUSTOMER SERVICE PRACTITIONER

Standard

This Apprenticeship aims to ensure your staff can deliver high quality goods and services to your customers through face to face, telephone, post, email, text or social media/digital interaction. The role of a customer service practitioner may 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.



COURSE DETAILS

Entry requirements:

Apprentices should have a Level 1 English and Maths qualification. This qualification is suitable for learners aged 16+.

Course Length:

15 months

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)

CUSTOMER SERVICE SPECIALIST

A customer service specialist is an advocate of customer service and acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. They often are an escalation point for complicated or ongoing customer problems. This role gathers and analyses data and customer information that influences change and improvements in service.

COURSE DETAILS

Entry requirements:

Set by employer and ideally individuals will have more advanced inter-personal skills and experience of working with customers in some capacity.

Course Length:

18 months

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)



BUSINESS ADMINISTRATION LEVEL 2

Administration is the key to the success of any business. An administrator handles the day-to-day tasks that make your business run smoothly. The Business Administration Apprenticeships ensures that your administrator is efficient, accurate and responsible, all the skills needed in this vital support role.

COURSE DETAILS

Entry requirements:

Set by employer, however it may be helpful to have a keen interest in business and administration, a “can do” attitude and have basic numeracy and literacy skills. This qualification is suitable for learners aged 16+.

Course Length:

12 - 15 months

Qualification:

Level 2 Diploma in Business Administration

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)



BUSINESS ADMINISTRATOR

LEVEL 3 Standard

A Business Administrator will acquire a wide array of transferable skills and knowledge that will be useful across all sectors. You'll learn how to develop, implement, maintain and improve administrative services.

COURSE DETAILS

Entry requirements:

Set by the employer

Course Length:

18 months

Qualification:

Level 3 Diploma in Business Administration

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)

BUSINESS ADMINISTRATION

LEVEL 4

You'll develop all the skills you need to successfully manage your company's business administration needs during your level 4 Apprenticeship. This will include resolving problems, managing development, supporting sustainability and improving information systems.

COURSE DETAILS

Entry requirements:

Set by employer, but you should have experience of working in an administration environment and have some team leading or management responsibility. This qualification is suitable for learners aged 19+.

Course Length:

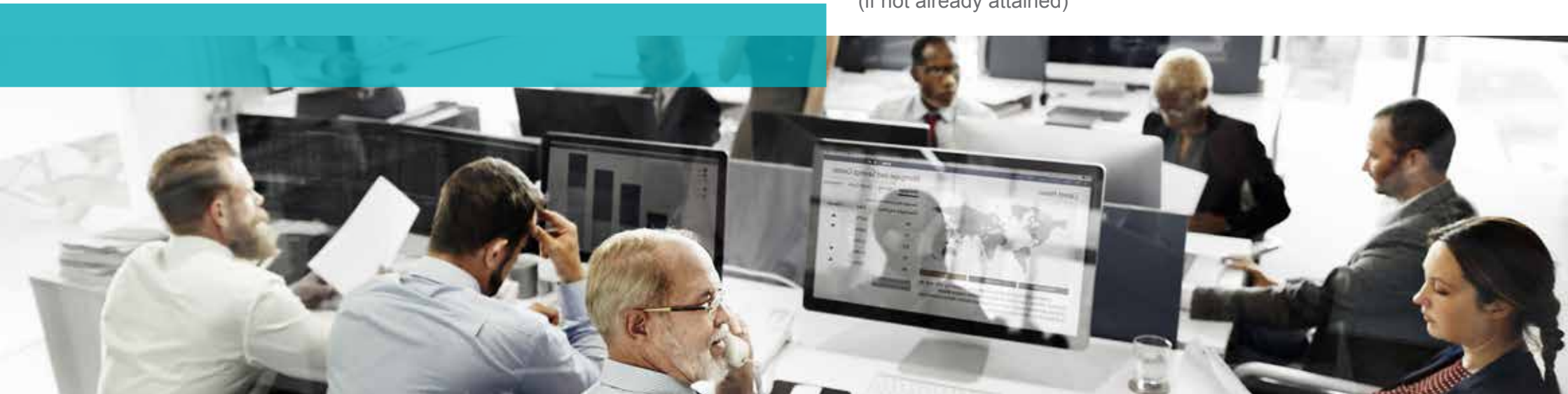
15 months

Qualification:

Level 4 NVQ Diploma in Business and Administration

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)



OPERATIONS/ DEPARTMENTAL MANAGER Standard

Operations managers are key to helping your business or department to achieve their goals and objectives. Working in any sector across a variety of different organisations their key responsibilities will vary but could include, managing projects, leading teams, financial and resource management and managing change.

COURSE DETAILS

Entry requirements:

Set by the employer, but it is expected that the individual would have worked with an operational role within the industry to start on this apprenticeship standard.

Course Length:

30 months

Qualification:

ILM Level 5 in Operations/ Departmental Manager

Functional Skills:

Maths and English level 2 if not already attained.



TEAM LEADER SUPERVISOR Standard

Team leaders are the first line of management and usually have operational, project or team management responsibilities. They provide direction, instruction and guidance ensuring achievement of success. A team leaders' responsibilities vary and depend on the sector, organisation and team in which you work. This Apprenticeshp will help to

develop and enhance the skills needed to be successful in this role.

COURSE DETAILS

Entry requirements:

Set by the employer

Course Length:

18 months

Qualification:

Level 3 Diploma in Management

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)

DIGITAL MARKETER Standard

The primary role of a digital marketer is to define, design, build and implement digital campaigns across a variety of online and social media platforms to drive customer acquisition, customer engagement and customer retention.

COURSE DETAILS

Entry requirements:

Set by the employer but could include GCSE's, A Levels or Level 2 Apprenticeship

Course Length:

15 months

Qualification:

Level 3 Digital Marketer Apprenticeship

Functional Skills:

Must achieve Functional Skills level 2 English and Maths (if not already attained)



INFRASTRUCTURE TECHNICIAN Standard

An Infrastructure Technician provides support to internal and external customers using tools to problem solve and trouble shoot non-routine problems. They set people's systems up and provide support when needed, rectifying issues to maintain the organisations productivity. This is ideal for staff wishing to enhance their skills and develop within the role.

COURSE DETAILS

Entry requirements:

Set by the employer but could include GCSE's, A Levels or Level 2 Apprenticeship

Course Length:

15 months

Qualification:

Level 3 Infrastructure Technician

Functional Skills:

Must achieve Functional Skills level 2 English and Maths (if not already attained)





NETWORK ENGINEER Standard

A Network Engineer primarily designs, installs, maintains and supports organisation's communication networks. By providing this quality service they ensure the communication networks ensuring maximum performance for users such as staff and clients. This Apprenticeship will ensure your staff have the latest knowledge and are at the forefront of the newest technology.

COURSE DETAILS

Entry requirements:

Set by the employer but recommend A Levels or Level 3 Apprenticeship

Course Length:

18 – 24 months

Qualification:

Level 4 Network Engineer, COMPTIA Network +, BCS

Functional Skills:

Must achieve Functional Skills level 2 English and Maths (if not already attained)

LOGISTICS

SUPPLY CHAIN WAREHOUSE OPERATIVE Standard

Logistics in the UK is big business and there are an increasing number of opportunities in the sector. This qualification is ideal for those wanting to get into or progress within the sector, as it offers rigorous training and development designed to industry standards.

COURSE DETAILS

Entry requirements:

Set by the employer, however it is recommended that learners have a minimum of level 2 in English or equivalent. This qualification is suitable for learners aged 16+.

Course Length:

15 months

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)





WAREHOUSE AND STORAGE LEVEL 2

It has been designed to provide all-round warehousing core knowledge and skills within the retail and commercial sector. It will ensure that the apprentice will be competent within their role and will have a clear understanding of health, safety and security at work.

COURSE DETAILS

Entry requirements:

Set by employer but may be helpful to have achieved a level 1 qualification. Suitable for those aged 16+.

Course Length:

Minimum of 12 months

Qualification

NCFE Level 2 Certificate in Warehousing and Storage
NCFE Level 2 Award Employee Rights and Responsibilities in the Logistics Industry

Functional Skills:

Must achieve Level 1 Maths and English

WAREHOUSE AND STORAGE LEVEL 3

This qualification is ideal for individuals working in warehousing and storage who would like to develop the skills and knowledge necessary to operate within a supervisory role. The qualification combines competency and knowledge components, so that those completing the qualification will have developed the required attributes to be a supervisor or team leader and support career goals.

COURSE DETAILS

Entry requirements:

Set by the employer, however it is recommended that learners have a minimum of level 2 in English or equivalent. This qualification is suitable for learners aged 16+.

Course Length:

13 months

Functional Skills:

Must achieve Functional Skills level 2 English, Maths and ICT (if not already attained)

RETAILER Standard

The main purpose of a retailer is to assist customers when they purchase products and services. This requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments. This level 2 Apprenticeship helps to develop the skills that retailers need such as how to motivate someone to purchase, completing sales and understanding customers. This apprenticeship is designed for all areas of retail such as supermarkets, fashion boutiques, department stores, and more specialist areas such as garden centres and funeral directors.

COURSE DETAILS

Entry requirements:

There are no prerequisites for this qualification, however it may be helpful to already have achieved a level 1 qualification. This Apprenticeship is suitable for learners aged 16+.

Course Length:

15 months

Qualification:

Level 2 Certificate in Retail

Functional Skills:

Maths and English level 1 if not already attained.



RETAIL TEAM LEADER Standard

The Retail Team Leader qualification enhances your business by developing your staff to have the skills, knowledge and behaviours needed to support your managers to lead and build strong teams. It will help them to deliver exceptional customer service and be customer focussed. It will ensure that they have the skills to deputise for managers.

COURSE DETAILS

Entry requirements:

Set by the employer, but it is expected that the individual would have worked with an operational role within the industry to start on this apprenticeship standard.

Course Length:

18 months

Qualification:

Level 3 Certificate in Retail

Functional Skills:

Maths and English level 2 if not already attained.

For more Information

Visit us:
www.tchc.net

Email us:
info@tchc.net

Call us:
01923 698 430



Some information in this booklet has been provided by the National Apprenticeship Service.

For more information please visit greatbusiness.gov.uk/apprenticeships



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