



BUSINESS SERVICES APPRENTICESHIPS

An insight in to a range of qualifications and training opportunities, designed to develop core business skills

Customer Service Practitioner Level 2
Customer Service Specialist Level 3
HR Support Level 3
Business Administrator Level 3
Team Leader/Supervisor Level 3

Associate Project Manager Level 4
Data Analyst Level 4
Operations/Departmental Manager Level 5
Chartered Manager Degree Level 6

From educating jobseekers with the skills required to succeed in gaining employment, through to working with students on their completion of a Degree Level Apprenticeship, Qube Learning will provide support to both employers and Students, at all stages of their journey.

Our 'Steps to Success' are built to ensure we can get each student started at the right level. This includes developing English, Maths and digital skills knowledge, short classroom interventions and eLearning that teach new skills.



SECTOR-BASED WORK ACADEMY PROGRAMMES

Sector-based Work Academy Programmes (SWAPs) are delivered in partnership between Qube Learning, the Employer, and Jobcentre Plus. SWAPs are designed to help meet your immediate and future recruitment needs, as well as to recruit a workforce with the right skills to sustain and grow your business.

SWAPs are a way to create a skilled workforce for your business, while helping those who are ready for work, and receiving benefits, to secure employment.

A SWAP can last up to six weeks, with placements having three main components:

- Pre-employment training – relevant to the needs of your business sector.
- Work experience placement – of great benefit to the individual and a business.
- A guaranteed job interview.

If you are unable to offer all three components, Jobcentre Plus staff may be able to work with you to overcome this, such as enabling you to join together with other Employers in a consortium approach.

Benefits

- Recruit staff with the right training and skills from the outset, developed through fully-funded pre-employment training.
- The Programme gives an opportunity to provide work experience placements for potential employees, to ensure they are suited to that type of role and your company.
- The work experience placements allow developmental opportunities for existing employees, for example, by working on their mentoring, supervisory and coaching skills.
- Reduces the risks within the overall process of recruiting new employees.
- An opportunity for positive publicity, to show how like-minded businesses are working together to meet their social responsibilities.

Traineeships

What are they?

A Traineeship is designed to support 16-24 year olds on their chosen career path. They provide young people with a chance to succeed, with a placement that will give them substantial and meaningful workplace experience and that gives employers the opportunity to shape a talented potential employee.

What do Traineeships include?

At its core, a Traineeship is work preparation training, English and Maths and a high quality work experience placement.

At Qube Learning, our Traineeships can last from seven to 12 weeks, and include:

- Work preparation training.
- English and Maths support (if required).
- A work experience placement of seven to 12 weeks, with an Employer.
- In addition to these core elements, we can work with Employers to add additional content to meet the needs of your business.

FULLY FUNDED

There's no costs to an Employer for Traineeships.

However, providing support with expenses, such as transport and meals, is encouraged.

Apprenticeships

An Apprenticeship is a programme of learning that is designed to enhance an individual's level of competency and confidence, by developing their practical skills and knowledge. It can be used to upskill existing employees, or to bring fresh talent into an organisation.

What do Apprenticeships include?

Each Apprenticeship programme has its own 'Standard', linked to a specific occupation - these are rigorous, challenging and require the Apprentice to undertake a minimum of one year's training, followed by an End-Point Assessment (EPA).

The Apprenticeships Levy

The Apprenticeship Levy, introduced by the government, puts Employers 'in the driving seat', in terms of designing Apprenticeships in England.

The Apprenticeship Levy requires some Employers to pay into a Levy pot:

- Employers with a paybill in excess of £3 million will pay into an Apprenticeship Levy, at a rate of 0.5% of their annual wage bill.
- Employers with a paybill less than £3 million are required to contribute towards the cost of Apprenticeship training and assessment. The Government will fund 95% of the agreed price, and the Employer will pay 5%.



Costs to the employer for an Apprenticeship depend on whether the employer is a Levy paying or Non-Levy paying payer.

For further information, please visit www.qube-learning.co.uk

BUSINESS SERVICES APPRENTICESHIP MENU

Customer Service Practitioner L2



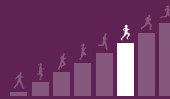
Your Apprentice will undergo a 13-month Apprenticeship training programme at Level 2, during which the focus is on developing the following key skills: Marketing, Communication, Financial, Sales and Promotion, Product and Services, Brand and Reputation, Merchandising, Stock, Technology, Team, Performance, Legal, Governance and Diversity.

HR Support L3



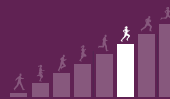
Your Apprentice will undergo a 13 to 18-month Apprenticeship, designed to support HR professionals develop their knowledge, skills and behaviours, to support their own progression towards higher management responsibilities. It offers a comprehensive development programme, supported by high quality external resources and coaching. This will enable individuals to develop a rounded knowledge of HR Support, at an advanced level.

Business Administrator L3



Your Apprentice will undergo a 13 to 18-month Apprenticeship, designed to support Business Administrators' development of key skills and behaviours, to support their own progression towards management responsibilities. The role involves demonstrating strong communication skills and adopting a proactive approach to developing skills. They will have the potential to participate in people management responsibilities, through mentoring or coaching others.

Customer Service Specialist L3



This 15-month Apprenticeship is designed to support Customer Service Specialists develop key skills and behaviours, to support their own progression towards management responsibilities. It offers a comprehensive development programme supported by high quality external resources and coaching. This will enable individuals to develop a rounded knowledge of Customer Service practises.

Please turn over for more!

**Supported by
National
Apprenticeship
Service**



**Education & Skills
Funding Agency**



Team Leader/ Supervisor L3



This 18-month Apprenticeship is aimed at colleagues with career aspirations and potential of developing knowledge, skills and behaviours as an excellent manager. They provide direction, instructions and guidance, to ensure the achievement of set goals. This will enable individuals to develop a rounded knowledge of Leadership & Management, at an advanced level.

Associate Project Manager L4



This 24-month Apprenticeship is aimed at colleagues with career aspirations and potential of developing knowledge, skills and behaviours, as an excellent Project Manager. It offers a comprehensive development programme supported by high quality external resources and coaching. This will enable individuals to develop a rounded knowledge of Project Management, at an advanced level.

Data Analyst L4



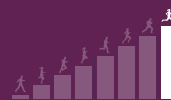
This 24-month Data Analyst Apprenticeship is designed to prepare an individual to collect, organise and study data, to provide business insight. Data Analysts are typically involved with managing, cleansing, abstracting and aggregating data, and conducting a range of analytical studies on that data. They work across a variety of projects, providing technical data solutions to a range of stakeholder's/customer's issues. Data Analysts also document and report the results of data analysis activities, making recommendations to improve business performance. They have a good understanding of data structures, database systems and procedures, and the range of analytical tools used to undertake a range of different types of analyses.

Operational/ Departmental Manager L5



This 21-24 month Apprenticeship is aimed at colleagues operating at the mid-stage of their management career, and beyond. They will be able to demonstrate not only that they manage a complex team, but also input into the strategic development of their area of the business. The program offers comprehensive development, supported by high quality external resources and coaching. This will enable individuals to develop a rounded knowledge of Leadership & Management, at a higher level.

Chartered Manager Degree L6



Partnering with Surrey Business School at the University of Surrey, we offer a Chartered Manager Degree Apprenticeship, delivering world class leadership and management development, resulting in a double accredited BSc (Hons) degree and Chartered Manager status.



Qube Vision is our eLearning Course catalogue.

In today's competitive employment market, many people are choosing to enhance their prospects by gaining new skills and knowledge, outside of work, however, busy lifestyles play a part, for most! Alongside an Apprenticeship, Qube Vision is a great solution to self-paced and online learning, giving you or your workforce access, wherever and whenever required.

All of the Qube Vision Courses are managed and developed by industry experts. With this professional approach and focus, you can be confident that the vital skills and knowledge required to support any Student, will be gained.

Our Management Courses and Programmes are perfect for aspiring Managers, striving to provide outstanding leadership to their team! They will support Managers with their day-to-day duties, such as managing change, leading diverse teams and striving to provide outstanding leadership.

**For more information, visit
www.qube-vision.com**



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