



NTG TRAINING

# Apprenticeships Guide

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## Why Choose Apprenticeships?

Apprenticeships – you thought they were for young, new starters, fresh out of school, right?

In fact, apprenticeships are one of the most under-utilised government-led schemes for businesses – simply because businesses don't yet understand the full range of benefits! An apprentice can be any age over 16, they can be a current member of your team, and you don't need to make too many administrative changes to enrol them. On the contrary, the process is extremely simple.

**Here at NTG Training, we like to go the extra mile to ensure apprenticeships work for your business. When you decide to go ahead with an apprenticeship program, we'll sit down with you for an in-depth discussion about your business issues and goals.**

**From here we can ensure the apprenticeship includes projects that are relevant and applied to your business, and that important skills are studied early on as a priority.**

When it comes to training employees, many managers will look at work-based training courses or skills workshops, neglecting the fact that many of these don't deliver actual transferrable or recognised qualifications.

An apprenticeship however, can give your staff member a level 2 – 7 (GCSE – Masters) qualification after completion of a fully accredited programme. Due to government incentives, it's also an incredibly cost-effective way to conduct training.

**With government grants now available of up to £4,000 per apprentice taken on, there's never been a better time to consider apprenticeships.**



# Apprenticeships We Offer

## Customer Service

**Available at Level 2 or Level 3**

**Course Cost:** Level 2 £3,500 (Employer Contribution £175)  
Level 3 £4,000 (Employer Contribution £200)

**Course Duration:** Level 2 - 13 months | Level 3 - 15 months

**Qualification:** Customer Service Practitioner Level 2 Standard | BTEC Level 3 Diploma in Customer Service



## About This Course

The Customer Service Apprenticeship is a course designed for anyone in a customer facing role. Learners will study and develop strong customer service and communication skills, whilst also learning to provide a customer service experience in line with your organisation's standards, values and policies.

## Who is This Course For?

The Customer Service Practitioner Level 2 training programme equips your employees with the skills and knowledge to be able to provide high quality products and services to your customers. It is ideal for anyone in a customer-facing role, but typically serves receptionists, call centre operatives, customer support officers and help desk workers.

# Customer Service

## Areas of Study

- Knowing your customers
- Knowing your business
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibilities
- Customer experience
- Product and service
- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenges



## Benefits for Employers

### Retain More Customers

Did you know, a customer who has purchased from you before potentially has more long-term monetary value to the business than the acquisition of a new customer? That means it's really important your staff are trained in customer retention, and can delight loyal clients.

During this apprenticeship, learners will gain a unique understanding of persuasive techniques and listening skills to ensure they understand customer queries and problems, and can quickly resolve issues.

### Reduce Wait Times

What's the most frustrating thing about contacting a business? Waiting in the queue of course! Whether it's a call queue or a standing queue, the longer a customer has to wait, the more likely they'll become frustrated and be less easy to deal with. You want happy customers who can get answers and resolutions quickly, and with customer service training, your staff can quickly get to the bottom of issues in order to resolve them efficiently.





# Customer Service

## Benefits for Employers

### Reduce the Risk of Bad Reviews

In this digital age, it's easy for an unhappy customer to place a mark on your online reputation. Whether they leave a review, place a comment on social media or even post a scathing video! With your staff trained in customer service, they'll have an up to date knowledge of the best conflict resolution techniques. Your team will be able to quickly turn unhappy customers into loyal customers.

### Ensure Data Protection

Data protection is a confusing and often ambiguous piece of legislation to study. Your staff can become easily bewildered when it comes to what they can legally ask for from customers. Giving your staff training will help them to have a clear process when it comes to taking and storing customer information, greatly reducing the risk of customers who become upset at an apparent invasion of their privacy.

## Further Questions About Customer Service Apprenticeships?



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# Apprenticeships We Offer

## Lean Manufacturing Level 2

### Level 2

**Course Cost:** £6,000 (Employer Contribution £300)

**Course Duration:** 12 months

**Qualification:** Level 2 Diploma in Manufacturing (Knowledge & Skills)



## About This Course

This apprenticeship is designed to give employees the skills to carry out their work safely and meet the exacting quality standards demanded in a fast paced and efficient processing environment. Learners will gain a thorough understanding of lean manufacturing processes to streamline workplace productivity.

## Who is This Course For?

This apprenticeship is ideal for new or current employees in the manufacturing industry who wish to refine and expand their knowledge of manufacturing processes. It is suitable for any employees with roles as a manufacturing or production operative, logistics and material handling operatives, and quality and inspection operatives.



# Lean Manufacturing

## Areas of Study

- Understand how to prepare, control, contribute and complete manufacturing operations.
- Gain a thorough understanding of manufacturing processes and standard operating procedures.
- Understand safe working policies and the correct and appropriate use of PPE.
- Learn the 5Ss to ensure the safe disposal of waste in line with environmental systems and regulatory requirements.
- Learn the correct use of equipment, tools and machinery.
- Gain an expertise in continuous improvement practices, including the Kaizen method, lean principles, and problem solving.
- Understand how to complete thorough quality checks.



## Benefits for Employers

### Reduce the Costs of Errors

During this course your manufacturing technicians will learn the 5Ss, and how to implement this into their daily role. This will help them to become more mindful and organised, but also more conscientious to their colleagues. Through learning to manage their tools, equipment and station in a more optimised way, they will reduce the risk of errors, and in turn, increase client satisfaction.

### Fewer Costs Related to Accidents

Equipped with a better understanding of how their individual role influences their team productivity and safety, Lean Manufacturing Apprentices will be less likely to cause accidents such as producing an item with a fault, or causing a health and safety hazard.



# Lean Manufacturing

## Benefits for Employers

### **Gain the Competitive Edge**

With a highly trained team, you'll gain the edge over your competitors when it comes to the service you provide. You'll be able to produce more output for your time, and it'll be of a higher quality overall. Customers won't need to worry about frequent errors with their orders, and staff happiness can increase due to better working conditions and teamwork.

### **Make Gains with Productivity and Efficiency**

With your whole team working towards a culture of 5S, you'll soon notice the financial benefits of cutting down time wastage from your daily schedule. Workers will understand how better organisation and processes help them to complete their job quicker and to a higher standard, and managers will gain time back from a busy production schedule.

## Further Questions About Lean Manufacturing Apprenticeships?



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# Apprenticeships We Offer

## Warehouse Operative Level 2

### Level 2

**Course Cost:** £3,000 (Employer Contribution £150)

**Course Duration:** 13 months

**Qualification:** Warehousing Operative Level 2 Standard, Level 1/2 Functional Skills Maths\*, Level 1/2 Functional Skills English\*

\*If required



## About This Course

The Warehousing Operative Level 2 will provide comprehensive training on taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking and packing orders, maintaining stock records and documentation and cleaning. Learners will be required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or fork lift trucks.

## Who is This Course For?

This apprenticeship is ideal for warehouses who are looking to take on new staff with full training. It's also ideal for businesses who would like to upskill their current warehousing team to ensure they are competent in using machinery, health and safety, efficient role management and the safe handling of goods. A warehouse operative apprenticeship is essential for businesses who wish to cut down on wastage, mistakes and accidents.

# Warehouse Operative

## Areas of Study

- Use safe driving and/or operating techniques as trained, relating to MHE (e.g. counterbalance/ reach trucks, powered pallet trucks, ride on pallet trucks)
- Moving and receiving stock to facilitate the safe handling of goods
- Operate and handle equipment safely and efficiently
- Understanding of relevant regulation and legislation governing the supply chain industry
- Select, prepare and use packaging materials appropriate to the job



## Benefits for Employers

### Reduce the Costs of Errors

A well-trained warehouse operative is less likely to make mistakes, meaning your clients are more likely to get accurate orders. Many businesses overlook the true cost of order errors, resending an order and healing damage done to your reputation can amount to much more than just replacing a lost item.

### Fewer Costs Related to Accidents

During their level 2 apprenticeship, warehouse operatives will gain a thorough understanding of health and safety, and its impact on the business. Their training will lead to less spillages, breakages and less workplace injuries. This will save your business money on stock replacement and much more. Over your entire team on a yearly basis, this could add up to thousands in savings.





# Warehouse Operative

## Benefits for Employers

### **Gain the Competitive Edge**

With a highly trained team, your business will have the edge when it comes to the competition. Skilled warehouse operatives with training are better at fulfilling orders quicker and more reliably. They ensure quality and know how to pack items carefully. Your business will become known for excellence in standards.

### **Make Gains with Productivity and Efficiency**

When your employees gain an understanding of how proper time management and mindfulness can help them organise their workload more efficiently, you'll soon see the difference. With work being done more quickly and to a higher standard, you'll be able to increase your output and profits.

## Further Questions About Warehouse Operative Apprenticeships?



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# Apprenticeships We Offer

## Adult Care

**Available at: Level 2, Level 3, Level 4, Level 5.**

**Course Cost:** Level 2 - £3,000 (Employer Contribution £150)

Level 3 - £3,000 (Employer Contribution £150)

Level 4 - £7,000 (Employer Contribution £350)

Level 2 - £7,000 (Employer Contribution £350)

**Course Duration:** 12 - 18 months

**Qualification:**

- Level 2 - Diploma in Care
- Level 3 - Diploma in Adult Care
- Level 4 - Diploma in Adult Care
- Level 5 - Diploma in Leadership and Management for Adult Care



## About This Course

Adult care givers will gain the skills to face challenges in physical, practical, social, emotional, psychological or intellectual care. At levels 4 - 5, care givers will also will gain the skills to lead and inspire team members, become proficient in monitoring and maintaining care standards, and guide team members to make positive changes to the lives of the people they care for.

## Who is This Course For?

Levels 2 - 3 are appropriate for staff who are new to the care industry or who are already employed and looking to cement their skills. Later levels 4 - 5 are for senior care givers looking to move into a role with more responsibility or into management.





# Adult Care

## Areas of Study

- Adopting the right values and behaviours to provide high quality compassionate care and support
- Safeguarding & protection in care settings
- How to promote health and wellbeing for the individuals they support
- Ensure dignity is at the centre of all work with the individuals they support, their families, carers and advocates



## Personal Attributes Required For This Course

- Care – is caring consistently and enough about individuals to make a positive difference to their lives
- Compassion – is delivering care and support with kindness, consideration, dignity, empathy and respect
- Courage – is doing the right thing for people and speaking up if the individual they support is at risk
- Communication – good communication is central to successful caring relationships and effective team working
- Competence – is applying knowledge and skills to provide high quality care and support
- Commitment – to improving the experience of people who need care and support ensuring it is person centred



## Adult Care

# Benefits for Employers

### Consistently Meet The Highest Standards of Care

Ensure your team are aware of their responsibilities when it comes to giving medication, dealing with vulnerable people and delivering medical care. Staff will not only follow the correct processes, but also ensure the correct guidelines and regulations are followed, ensuring the highest standards are met on assessment.

### Ensure Record Keeping is Thorough

To deliver excellence in care, staff must treat patients with the best quality care, but also ensure record keeping is accurate and made to the exacting standards of their local authority. It's often where care settings lose out during inspections. During this course staff will learn the importance of proper record keeping, and why it is imperative in maintaining safety and consistency for their patients.



## Further Questions About Adult Care Apprenticeships?



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# Apprenticeships We Offer

## Healthcare Cleaning Operative Level 2

### Level 2

**Course Cost:** £4,000 (Employer Contribution £200)

**Course Duration:** 12 months

**Qualification:** Level 2 Diploma Healthcare Cleaning Operative



## About This Course

Learners will study how to provide a hygienically clean healthcare environment in which service users, staff and other users can thrive, work and develop.

## Who is This Course For?

This apprenticeship is designed for employees whose sole responsibility is cleaning the work environment to a high standard in a professional healthcare setting.

This apprenticeship is also suitable for cleaning operatives working in environments where an exceptional standard of cleanliness is imperative prevent adverse effects on the health of high-risk service users.

It is suitable for workers in hospitals, care homes, doctors/dentist surgeries, healthcare settings within prisons, schools and childcare facilities, leisure facilities and first aid settings.



# Healthcare Cleaning Operative

## Areas of Study

- How to provide routine hygienic cleaning of the healthcare environment to maintain all standards in compliance with the National Standard of Healthcare Cleanliness 2019 as a minimum as well as local standards policy, guidelines and operating procedures.
- How to undertake specialist cleaning projects when required.
- How to identify the safest and most appropriate methods of cleaning for different situations.
- Cleaning organisational skills.
- How to identify and use the correct cleaning products and chemicals for the job, and how to safely store these products in compliance with COSHH.
- How to maintain good housekeeping practices, stock management and record keeping.
- How to manage infection prevention and control.
- How to safely manage equipment to the correct standards.



## Learners Will Gain An Understanding of:

- Dignity, respect and professionalism.
- Working independently and in a team.
- Reliability, consistency and integrity in your work.
- Time management.
- Work flexibility when required.
- Analytical thinking and problem solving.

# Healthcare Cleaning Operative

## Benefits for Employers

### **Eliminate The Risks Of Cross-Contamination**

Ensure workers know how to thoroughly and effectively sanitise and disinfect a setting to stop the spread of various contaminants. This is especially important when working with vulnerable people who require a meticulous standard of cleanliness to maintain their health.

### **Ensure Staff Understand How To Effectively Use and Store Products**

Cleaning in a healthcare setting isn't a matter of just using bleach! Healthcare Cleaning Operatives will study the best products to use for a range of different situations. They will also study how to safely use and store products using COSHH methodology, another important consideration when working with vulnerable people or children.

## Further Questions About Healthcare Cleaning Apprenticeships?



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# Apprenticeships We Offer

## Textile Care Operative Level 2

### Level 2

**Course Cost:** £4,000 (Employer Contribution £200)

**Course Duration:** 13 months

**Qualification:** Level 2 Diploma Textiles Care Operative



## About This Course

We are one of the first apprenticeship training providers in the UK to provide the Textile Care Operative Level 2 training – a specialist training course for commercial laundry operatives working within care homes, hotels, hospitals, as well as laundry service providers. Learners will study how to effectively clean and care for textiles within a commercial setting.

## Who is This Course For?

This apprenticeship is suitable for those who already work in a position where they perform typical commercial cleaning duties regularly. This is an ideal apprenticeship for onboarding employees and advancing their skills if you are a business that deals with commercial laundry management and textiles care.

This apprenticeship will suit workers in hotel laundry management, commercial workwear management, dry cleaning and laundry services, medical laundry management and much more. Typical roles include laundry operatives, production operatives, garment cleaners, dry or wet clean operatives and general laundry operatives.



# Textile Care Operative

## Areas of Study

- Sorting and identifying incoming product, often using technology.
- Ensuring the product is high-quality and fit for purpose.
- Working safely and efficiently, whilst minimising the impact on the environment
- Rectifying basic faults
- Classifying products for appropriate cleaning process
- Using appropriate chemicals to undertake the cleaning process, e.g. bleach.
- Operating specialist equipment/machinery to process products in line with standard operating procedures (SOPs)
- Drying and finishing products whilst adhering to company quality procedures.
- Preparing and packing items for dispatch to meet customer requirements.



## Benefits for Employers

### Ensure Textiles Are Hygienically Clean

The pandemic highlighted the need for environments to be not just clean, but properly cleaned to exacting standards that eliminate the risk of cross-contamination. Textiles Operative apprentices study the best cleaning methods for a range of cleaning situations.

### A Safer Working Environment

Increasingly textile care operations are completed on an industrial scale, so workers are often operating large machines. This can increase safety risk if workers are not aware of common health and safety practices or proper use techniques. This course will ensure workers are confident using a range of machines and understand fire safety, PPE and more.



# Textile Care Operative

## Benefits for Employers

### Better Profit Margins Due to Less Errors

With an understanding of quality control and an extensive knowledge of cleaning methods, workers will be confident with whatever challenges they are faced with. They'll understand the potential losses to the company in letting an item return to the customer in a less than acceptable standard. This will reduce customer complaints and increase profit margins.

### Upgrade to Modern Systems with Staff Who Have IT Confidence

All of our Textiles Care Apprentices study IT in relation to the laundry systems they may come across. This means you as a business can confidently upgrade to quicker, higher-quality and more robust machines and technology. Your team won't be phased using modern systems, and will thrive and make the best use of it.

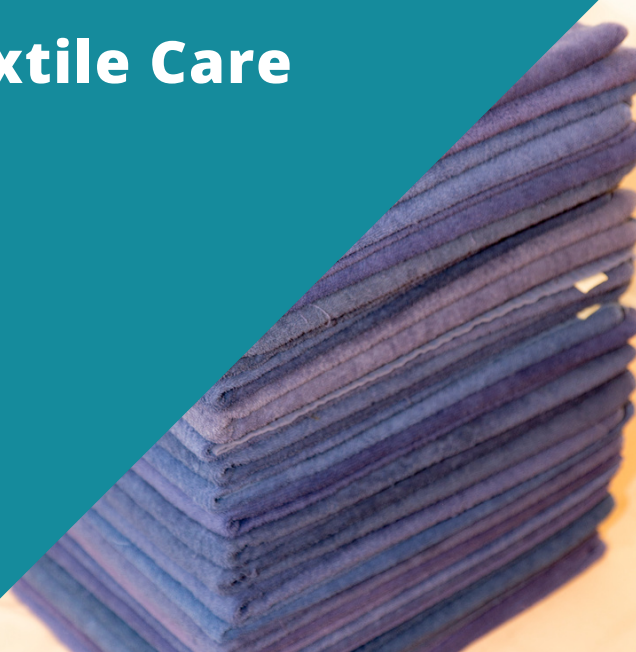
## Further Questions About Textile Care Apprenticeships?



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# Apprenticeships We Offer

## Business Administration Level 3

**Course Cost:** £5,000 (Employer Contribution £250)

**Course Duration:** 15 months

**Qualification:** Business Administrator Level 3 Standard



## About This Course

This apprenticeship will give learners a greater understanding of their organisation, and equip them with key IT and system literacy skills. It will help learners to understand the organisation's purpose, objectives and future vision, whilst gaining skills in administration, communication and document or record keeping.

## Who is This Course For?

The Business Administration Apprenticeship Level 3 has been designed for individuals currently working in an office environment who are looking to develop their skills in communication and administration.

The training will allow your staff to effectively support and engage across different parts of the organisation and interact with internal and external customers.



# Business Administration

## Areas of Study

- The organisation and your role
- Business fundamentals
- Project management
- Producing records and documents
- Building positive relationships
- Business communication
- Using IT systems and software
- Decision making
- Planning and organisation
- Understanding stakeholders
- Policies and regulations
- Processes



## Benefits for Employers

### Create Staff Who Are Multi-Skilled and Flexible

Did you know you can use an apprenticeship to train a member of staff who already works for your company?

Equip your staff with the knowledge and skills that are essential to a multitude of roles, so business never grinds to a halt if there is an absence or someone leaves the team. Train your receptionists, secretaries, office managers and more so they have a better understanding of their impact within the business.

### Improve Staff Self-Management

If your staff are often overwhelmed by work loads or struggle to manage projects to a time schedule, this course will give them the skills they need to confidently self-manage. They'll be able to split projects into smaller tasks, collaborate and communicate more effectively, and create their own schedules that suit their working style.



# Business Administration

## Benefits for Employers

### Improve Your Team's Confidence with Essential Software

Microsoft Office, accounting software and more - key pieces of software that all your staff should gain a knowledge of. With offices going increasingly more and more digital, it's important staff are confidently IT literate. With the dawn of Making Tax Digital, it's essential that staff understand how to use accounting software. Likewise, if you'd like to go paperless, it's important all your staff can access digital files with ease.

### Better Synchronise Project Management and Collaboration

Business administration apprentices will thoroughly grasp all common methods of communication across the office, and this will enable them to manage their projects and tasks more effectively. Often offices lose time, money and customers due to staff not having the confidence or the know how to communicate across departments. Never lose out again with these in-demand skills.

## Further Questions About Business Administration Apprenticeships?



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# Apprenticeships We Offer

## Team Leader / Supervisor Level 3

**Course Cost:** £4,500 (Employer Contribution £225)

**Course Duration:** 15 months

**Qualification:** Team Leader/Supervisor Level 3 Standard



## About This Course

The Team Leader / Supervisor Level 3 apprenticeship is an extremely versatile course that teaches people management skills, organisation and change management.

## Who is This Course For?

This qualification is ideal for learners who have supervisor/ management responsibilities but no formal training and are serious about developing their abilities.

It's particularly suited to practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.



# Team Leader / Supervisor

## Areas of Study

- Leading people
- Managing people
- Building relationships
- Communication
- Operations management
- Project management
- Finance
- Awareness of self
- Management of self
- Decision making
- Behaviours



## Benefits for Employers

### Help Leaders Better Motivate Teams

Supervisor and Team Leader Apprentices will gain a better understanding of personality types, working styles and psychology in order to effectively motivate their team. They'll learn how to manage individuals to get the most out of them, improving the overall productivity of your staff.

### Ensure Leaders Understand Delegation

Even great leaders can easily take on too much and overwhelm themselves. This apprenticeship will ensure individuals understand the team leadership role and how to best designate tasks for the highest success rate and quickest, most effective results.



# Team Leader / Supervisor

## Benefits for Employers

### Implement Change More Effectively

If your business needs to train staff in a new procedure or oversee an effective transition to a new way of working, you need strong leaders. During this supervisor apprenticeship, learners will be taught the intricacies of change management.

### Build Better Cross-Departmental Relationships

Never lose time over a lack of communication again. By giving your team leaders strong communication skills, they'll be more confident talking to other departments to ensure the whole business operation moves smoothly.

## Further Questions About Team Leader / Supervisor Apprenticeships?



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# Apprenticeships We Offer

## Digital Marketing Level 3

**Course Cost:** £11,000 (Employer Contribution £550)

**Course Duration:** 15 months

### Qualifications:

- Digital Marketer Level 3 Standard
- Award in Principles of Coding
- Google Analytics IQ
- DOT Native Certification
- Certificate in Principles of Marketing or Certificate in Digital Marketing



## About This Course

Give your business the edge when it comes to websites, SEO, social media, PPC and more. No modern business should be without a team member who has completed the Digital Marketing Apprenticeship Level 3.

## Who is This Course For?

The Digital Marketing Level 3 Apprenticeship Course is designed for employees who want to specialise in digital marketing or further their knowledge in the principles of online marketing.

It is ideal for businesses who are in need of a digital presence, but who don't want the added expense of hiring an agency. Hiring a digital marketing apprentice will give you a dedicated, in-house digital expert who understands your company distinctly.

The digital marketing apprenticeship is also excellent for administrators, business owners and receptionists who would like to diversify their skill set to add value to their role.



# Digital Marketing

## Areas of Study

- Principles of marketing
- Digital and social strategies
- Social media marketing
- SEO, adwords and content strategy
- Email and content marketing
- Online security, copyright and procedures
- Principles of coding
- Dot Native
- Google Analytics IQ
- Optional pathways: Adobe Photoshop or CIW Social Strategist



## Benefits for Employers

### Make Things Easier For Your Customers

Being able to order online, browse your full catalogue, contact you instantly via live chat or view your available appointments on a website will delight your customers. Fewer and fewer people want the hassle of calling a business up, so it's high time your business had a digital presence.

### Become Highly Contactable

If you're not in the office, you're not manning the phones. If your shop is closed due to the pandemic, how can people reach you? Having a social media presence, a contact form on your website and a live chat facility can mean orders at all hours of the day if you wish!

# Digital Marketing

## Benefits for Employers

### Have a Daily Presence In Front Of Your Target Market

If you have an active social media presence, you could be appearing in your customer's feeds every day, reminding them that you're there! If you keep up regular interaction, social media is also a great place to build connections and loyalty with your customers.

### Appeal to Digital-First Markets

If your business has no presence online, generations who have Google as their first point of call will likely never find your business. Gen X, Millennials and Gen Z will nearly always search and view reviews, recommendations and testimonials on social media before ever consulting paper marketing materials. Don't miss out on a huge potential market.

## Further Questions About Digital Marketing Apprenticeships?



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# Apprenticeships We Offer

## Learning / Development Level 3

**Course Cost:** £2,500 (Employer Contribution £125)

**Course Duration:** 12 months

### Qualifications:

- Level 3 Certificate in Learning & Development
- Level 2 Functional Skills Maths\*
- Level 2 Functional Skills English\*
- Level Functional Skills ICT\*

\*if required



## About This Course

Develop your staff's teaching and development skills for improved performance in the workplace. This is an essential course for businesses who acknowledge the need for continuous improvement and training within their teams. This course will equip a learner with the skills to identify areas of improvement within the workforce, leading to increased overall performance and productivity.

## Who is This Course For?

This course is designed for individuals who are already in a training and development role who would like to increase their professional capabilities and knowledge.



# Learning / Development Level 3

## Areas of Study

- The organisation in which you operate and the external factors which impact on it
- How learning and development needs arise and why it is important to be aware of them
- How to effectively design learning and development activities
- The importance of evaluating and the different approaches that can be used
- How diversity and inclusion influence the planning and delivery of L&D interventions



## Benefits for Employers

### Create a Change-Confident Workforce

With technology constantly changing at an accelerated pace, it's easy for even the most qualified employees to get left behind. Ensure someone in your workplace is responsible for learning and development, and they can identify upcoming industry trends and developments that your team will need training for.

### Identify Weaknesses in Your Workforce

Your Learning and Development expert will be trained to quickly identify weaknesses in the workforce caused by a lack of training, ensuring that training is given before this begins to effect productivity, output or quality.



# Digital Marketing

## Benefits for Employers

### **Increase Staff Loyalty and Happiness**

Studies continuously prove that staff value workplace benefits such as training over other benefits like higher pay. Invest in your team by investing in your strategy for professional development. Your Learning and Development apprentice will be able to tailor learning for different team members, ensuring they feel valued and are getting the most out of their role.

### **Nurture Confidence and Knowledge With The Workforce**

Creating a culture of continuous improvement is essential for worker happiness, but also helps your bottom line. Workers who are motivated to become passionate about training and study will become self guided and lead themselves towards greater efficiency, innovations and ideas. Your Learning and Development Apprentice can lead this culture.



## Further Questions About Learning and Development Apprenticeships?



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# Apprenticeships We Offer

## Operations / Departmental Manager Level 5

**Course Cost:** £7,000 (Employer Contribution £350)

**Course Duration:** 18 months

**Qualifications:**

- Operations/Departmental Manager Level 5 Standard
- HABC Level 5 Diploma in Leadership and Management



## About This Course

Train the future leaders in your business and equip them with the critical skills they need in innovation, change management, efficiency, management and much more. This course gives individuals the confidence and knowledge to make effective management decisions for the business.

## Who is This Course For?

The Operations/Departmental Manager Apprenticeship has been designed for employees who currently manage teams and projects and are looking to develop their full range of skills, techniques and methods to manage people, develop relationships and deliver results.

By strengthening their ability to think critically, your leaders will understand how best to apply their new knowledge to create and contribute to business improvement strategies.



# Operations / Departmental Manager

## Areas of Study

- Operational management
- Project management
- Finance
- Leading people
- Managing people
- Building relationships
- Communication
- Self awareness
- Management of self
- Decision making
- Behaviours



## Benefits for Employers

### **Train Future Leaders**

This course is designed to give the next generation of leaders the skills they need to build your business and motivate your teams towards excellence. An apprenticeship gives you the added benefit of being able to actively mentor these future leaders as they study.

### **Stronger Decision Making Within The Business**

This apprenticeship creates people with autonomy when it comes to decision making. When your heads of department are able to think critically and use their advanced knowledge to back up decision making, they'll create a better direction for the business with a lower chance of mistakes.

# Operations / Departmental Manager

## Benefits for Employers

### Let Excellence Filter Down Through the Ranks

Great leadership inspires great teams. Start at the top and ensure your managers have effective and clear communication skills, as well as a knowledge of inclusivity, partnerships and efficiency. This will allow them to motivate and give direction to your teams, allowing them a greater degree of respect and authority.

### Ensure Leaders are Experts

The people who run departments and face key stakeholders the most should be some of the most highly trained and knowledgeable people in your business. This apprenticeship ensures they have a wide, rounded knowledge of all aspects of running a business efficiently.

They will also be able to communicate ideas more quickly and clearly to stakeholders and other departmental heads, giving way for rapid change management and new innovations within the business.

## Further Questions About Operations Management Apprenticeships?



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# Get Up to £4,000 In Apprenticeship Incentive Grants

**The Apprenticeships Incentive Scheme has been extended and funding has now been doubled.**

Growing a business during a pandemic is hard, but it also presents an incredible opportunity to take advantage of exclusive government incentives that may never happen again.

Did you know? If you take on an apprentice between now and September 30th 2021, you could get up to £4,000 as a grant?

Businesses who hire an apprentice will now receive £3,000, no matter what age the apprentice is. They will also gain an additional £1,000 on top if their apprentice is 16-18 and they have less than 50 employees.

**Apprentices can be any age and they can study up to a Master's Degree level.** Gain skilled staff with a tiny investment – apprenticeship training fees are funded up to 95% by the government for the vast majority of businesses!

## £3,000

**Get £3,000 for every single apprentice you take on between now and September 30th 2021.**

The grant is cash from the government and is paid directly in to your bank account.

Your new apprentice can be any age, and there's no limit to how many apprentices you can hire to claim the grant.

The grant is paid in two instalments, £1,500 3 months into your hire's apprenticeship, and £1,500 12 months into their apprenticeship.

## + £1,000

**You can claim an extra £1,000 on top of the original £3,000 grant if your apprentice is aged 16-18, and you have less than 50 employees.**


You can also claim this £1,000 extra grant if your apprentice is under 25 with an Education, Health and Care Plan.

We'll talk you through the entire process and explain exactly what you can claim. Then, when you're ready, we'll make the claim on your behalf, making the whole process effortless.





**NTG**  
TRAINING



**There's never been a better time  
to hire an apprentice.**

Grow your business post-pandemic with a new expert team member,  
or upskill staff in essential new skills.

**Get in touch today for a no-obligation  
discussion.**

Call Us: 01244 678100

Email Us: [info@ntgtraining.co.uk](mailto:info@ntgtraining.co.uk)

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