



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

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

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.**

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Email Us: info@ntgtraining.co.uk

Learn More: www.ntgtraining.co.uk

Ask us anything on social media **@ntgtraining**