



NTG TRAINING

# Apprenticeships Guide

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## Why Choose Apprenticeships?

**Let's get straight to the point at hand, apprenticeships are now a real game changer and a huge potential asset to businesses of any size.**

They're for all ages, and can be used both for those who need to learn a skill from scratch, and for staff who need to develop in the industry they already know.

Apprenticeships are now available from levels 2-7, that's from GCSE level to a Master's Degree, and there are over 500 apprenticeships now approved for delivery, meaning the potential qualifications available will likely cover whatever your business needs, from digital marketing to lean manufacturing and beyond.

Previously, apprenticeships received a lot of stigma that was unfounded, many would see them as low-skilled and just for tradespeople, but that couldn't be further from the truth – especially with recent government changes and investment.

Now employers are starting to realise that when they hire an apprentice, or upskill their team with apprenticeships, they could gain over £100,000 of free, expert training.

Not only that, the training is tailored and led by the work the individual will be doing for your organisation. We're invested in your success as a business, so your apprentice will be mentored and trained in the most relevant skills that will quickly help you achieve your business goals.

Hiring an apprentice is a cost effective way of bringing in new staff or developing existing staff in line with your company vision.

If you're not an Apprenticeships Levy payer, your business will have 95% of training paid for by the government. That's too much of an opportunity for your business to miss out on!

**Learn more at [www.ntgtraining.co.uk](http://www.ntgtraining.co.uk)**



## The Benefits for Businesses



Apprenticeships can save you £1000s on staff training costs - They are 95% funded, meaning you can get £10,450 of free training with some qualifications.



You're eligible to claim the 95% government funding on every apprentice you enrol, meaning if you hire or develop just ten apprentices, you could be gaining over £100,000 in free training.



Apprenticeships are under-utilised to develop and train existing staff. Using apprenticeship training can give your the edge over your competitors.



Hiring an apprentice can cost your business as little as £12,000/yr in a salary, a much more cost-effective solution than hiring an agency or someone with previous experience - which may not even be relevant to your business specifically.



Your apprentice will learn the full suite of skills of an expert in 12 - 15 months, whilst constantly being supported by their experienced tutor.



An apprentice is as much as 50% cheaper than a degree graduate to hire but will gain qualifications that are tailored to your business.



At NTG, we ensure your apprentice masters the most urgently needed skills at your company first, so they'll instantly have a productivity output and ROI for your business.



An apprentice can be any age over 16 and can study up to a degree level, we've trained everyone from departmental managers in their 60s to those starting their career path at 16.



## Developing Staff With Apprenticeships

Apprenticeships aren't just for new starters, they can be used to train your existing staff too.

Whether you want to teach your team some new skills, or build on the skills they currently have, apprenticeships are a great solution.

### **Cover Skill Shortfalls In Your Business**

During the pandemic we learned how staff absence can bring your business grinding to a halt. So why not consider training members of your team in new skills? With a myriad of qualifications under their belt, they'll be ready for any challenges and your business will be disaster-proof.

### **Gain The Latest Industry Knowledge**

Technology is causing a rapid advancement in the day to day skills that traditional roles need. Ensure your team has the most up-to-date knowledge available by enrolling them on an apprenticeship with our industry-expert tutors.

### **You Could Get £100,000s of Training Investment for Free**

If you're looking to train several staff members with apprenticeships, you'll be instantly gaining a huge investment in quality training courtesy of government funding - why bother with expensive training companies when you can gain professional, recognised qualifications for such a small investment?



# The Apprenticeship Process with NTG

Here at NTG Training, we like to go the extra mile to ensure apprenticeships work for your business. We're not like other providers, we're invested in making sure that apprenticeships *work* for your business.

# 01.

## **We Discuss Your Goals**

Every apprenticeship journey at NTG starts with an in-depth discussion about your goals. Why are you taking on an apprentice? We'll ensure you choose the perfect course.

# 02.

## **Hiring & Interviews**

Our team has over a decade of experience in hiring the right candidate for the job. We'll handle every stage of recruitment.

# 03.

## **Grant & Funding Applications**

We'll never bore you with paperwork. Get straight to work with your apprentice and we'll handle grant applications, funding and admin. We'll also apply for a bonus £1,000 grant for you if your apprentice is aged 16-18 and you have less than 50 employees.



# Funding an Apprenticeship in England

Apprenticeships are funded in one of two ways; via Government Subsidies or via the Apprenticeships Levy. The way you fund apprenticeship training is determined by how much your company payroll equates to on an annual basis.

## If You Do Not Pay The Apprenticeships Levy (Your Payroll is under £3million)

You will only pay 5% of the costs towards training your apprentice. This means in the case of a Digital Marketing Apprentice Level 3, you would contribute just £550, and receive £10,450 in free training subsidies from the government.

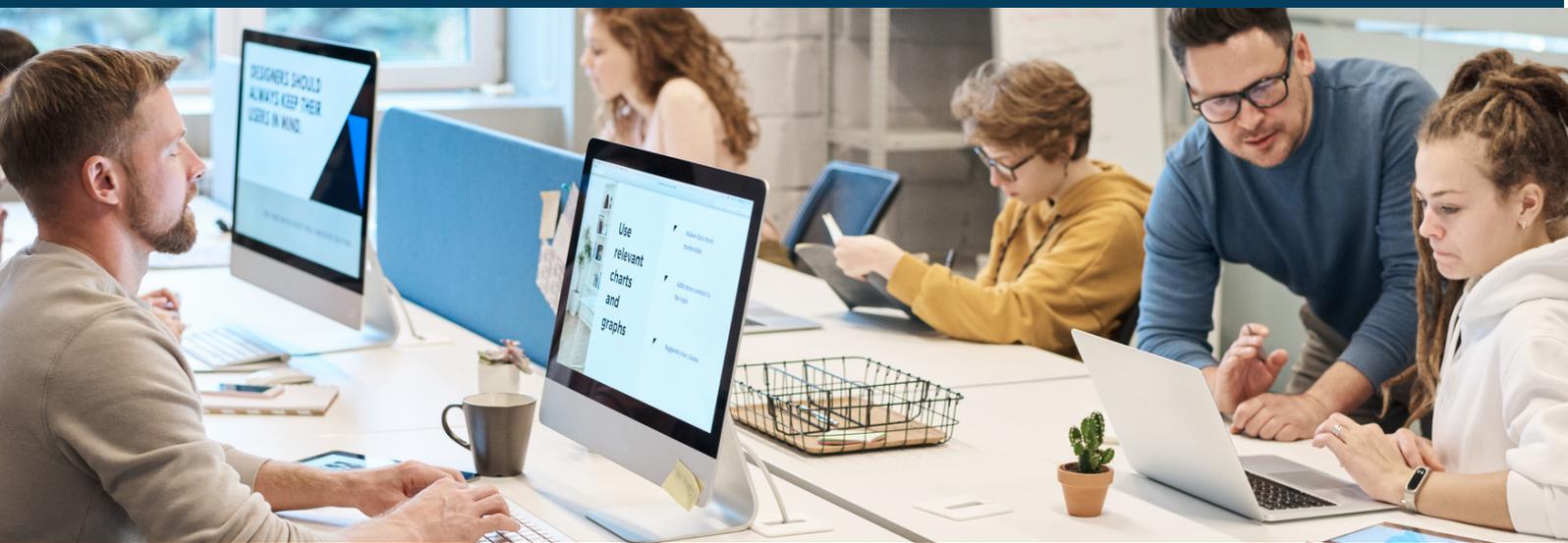
If you have less than 50 employees and you're looking to hire apprentices who are 16 - 18 years old, you may also be eligible for a £1,000 grant.

## If You Pay The Apprenticeships Levy (Your Payroll is £3million or over)

Your company will have been paying a tax of 0.5% on payroll to HMRC. These funds will be held in a digital pot, which your company can access to fund apprenticeship training.

This pot is also topped up by 10% by the government. Each year a huge percentage of businesses fail to utilise their Levy pot and lose the funding - don't miss out, it's there to spend.

# Could Your Business Benefit From a Digital Marketing Apprentice?



In this digital age, can your business really afford to be offline? Hiring an apprentice, or upskilling a team member is the most cost-effective way to bring skills such as social media, PPC, web design, web management, email marketing and much more to your business. Don't get left behind your competitors.



Hiring a digital expert could cost £25k - £35k, hiring an agency can set you back £1000s a month, but a Digital Marketing Apprentice salary could be around £12,000/yr.



You can still train in digital marketing even if your business is new to the discipline. Our in-house experts offer constant support and mentoring to both your apprentice and your business, helping you craft the most efficient strategy for your business growth.

# 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

## 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

## 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

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

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

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discussion.**

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