

Havering College of Further & Higher Education



# Apprenticeships Guide



successiscloserthananyouthink

Business Services 01708 462800  
Course enquiries 01708 462801

# Welcome

Whether you are an employer looking to invest in the future of your business by hiring an Apprentice, or investing in a future career by undertaking an Apprenticeship, Havering College is here to support you.

Our new guide will provide all the information you will need to start your journey.



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# Apprenticeships

Apprenticeships provide the best of both worlds.

An Apprenticeship programme at Havering College of Further and Higher Education is a three way partnership between the Employer, the Apprentice and the College.

Apprenticeships are work-based training programmes designed around the needs of employers leading to nationally recognised qualifications. The benefits of employing Apprentices include improved staff retention and increased productivity. A structured Apprenticeship training programme gives an Apprentice the opportunity to work for an employer, learn on the job and build their transferable skills, qualifications and knowledge that will form the foundation for their professional working life.

Anyone from the age of 16 to 65 can be an Apprentice and at Havering College we offer Apprenticeship training at NVQ levels 2, 3 and higher level 4 for both young people aged 16+ and adults. To start an Apprenticeship programme you need to be in a job, either as a new or existing employee.



# Employers

## Train and gain – the best of both worlds

In challenging economic times Apprenticeships are an essential way of improving staff skills and generating a committed and valuable workforce. Many small or medium enterprises and large companies employ Apprentices across a wide range of sectors to deliver a competitive and forward looking business. Havering College of Further and Higher Education works in partnership with many local and national companies to deliver training in the workplace and at the College.

### Did you know?

83% of employers who employ Apprentices rely on their Apprenticeships programme to provide the skilled workers that they need for the future.

88% of employers who employ Apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce.

There are over 85,000 employers offering Apprenticeships in more than 130,000 locations; there are almost 200 frameworks suitable for hundreds of job roles.

Employers who take on a 16-18 year old Apprentice only pay their salary. The Government will fund their training.

One in five employers are hiring more Apprentices to help them through the tough economic climate.

80% of those employers who employ Apprentices agree they make their workplace more productive.

The National Minimum Wage for Apprentices is £2.50 per hour. Many employers prefer to pay more however, and research shows that the average salary is approximately £170 per week.

## Not Just for Trade!

Apprenticeships are available in a wide range of industry sectors and cover job roles in many differing professions and careers, ranging from accountancy and engineering to administration, retail and cycle maintenance.

Havering College employers range from large national organisations to smaller local companies. They include the more traditional trade businesses such as construction as well as high-tech companies and many service industries.

**There are three levels of Apprenticeship available:**

### 1. Intermediate Level Apprenticeships

Apprentices work towards a work-based learning qualifications such as an NVQ Level 2, Key Skills/Functional Skills and, in most cases, a relevant knowledge-based qualification such as a BTEC, providing the skills your Apprentice needs in your industry sector. This training can allow progression to an Advanced Apprenticeship.

### 2. Advanced Level Apprenticeships

Advanced level Apprentices will work towards an NVQ Level 3, Key Skills/Functional Skills and, in most cases, a relevant knowledge-based certificate such as a BTEC. At the end of this Apprenticeship the Apprentice would be a fully qualified functional member of your staff.

### 3. Higher Apprenticeships

Higher Apprentices work towards work-based learning qualifications such as an NVQ Level 4 and, in some cases, a knowledge-based qualification such as a Foundation degree or higher education, including university degrees. This route is regarded by many employers as an alternative to a graduate intake and as an alternative route to higher education rather than a traditional degree.

## Training

As Apprenticeships are work-based training programmes, most of the training is a mixture of 'on the job' – at your premises and 'off-the-job' attendance at College. This can be provided in partnership with Havering College or by one of our specialist delivery partners. Delivery models vary to fit in with business needs and Apprenticeship requirements. The flexible nature of this type of training means your business gains maximum impact for minimal disruption. For some Apprenticeships the Apprentice may attend College one day a week or on a block release basis.

As the employer, you must give your Apprentices an induction into their role and provide on-the-job training. You are also responsible for paying your Apprentice's wages.

## How long do they last?

The length of an Apprenticeship varies depending on the prior skills levels of the Apprentice, the qualification being obtained and the industry sector. Generally, Apprenticeships take between one and four years to complete.

## Funding

Apprenticeship funding / subsidy is available for all programmes. However, it does not cover the wage contributions (See National Minimum Wage). The size of the employer contribution varies depending on your sector and the age of the candidate.

- For Apprentices aged 16–18 years old the training is 100% subsidised.
- For 19-24 years old, it is 50% subsidised.
- For those aged 25 years old or over you may get a contribution depending on the sector and area in which you operate.

## National Minimum Wage

A National Minimum Wage for Apprenticeships was introduced on 1 October 2010. The wage applies to all Apprentices aged under 19 and Apprentices aged 19 or over in the first year of their Apprenticeship. The Apprentice minimum wage is £2.50 rising to £2.60 per hour in October 2011 and applies to time working, plus time spent training that is part of the Apprenticeship. Employers are free to pay above the new wage and many do so, but employers must ensure that they are paying their Apprentices at least the minimum wage.

## Your Next Step

### Setting up an Apprenticeship

Havering College Business Services will support and guide you throughout the term of the Apprenticeship programme. Initially we will work with you to:

1. help you decide which Apprenticeship is right for you
2. explain the way that Apprenticeships might work for you and if funding is available
3. agree training plans
4. recruit an Apprentice or support your existing staff into Apprenticeships
5. manage the training to ensure that national quality standards are met and deliver integrated, coherent training.

To discuss your requirements and an Apprenticeship framework suitable for your organisation contact the **Havering College Business Services team on 01708 462800** or email us at **[employerenquiry@havering-college.ac.uk](mailto:employerenquiry@havering-college.ac.uk)**

## How can we help?

### Are you a small business?

Havering College is part of an Apprenticeship Training Association (ATA) which provides a service for small businesses employing the Apprentice on your behalf.

The Apprentice works within your business whilst they study towards their Apprenticeship qualification. You will have all of the benefits of having an Apprentice whilst the Apprenticeship Training Association takes care of HR functions such as payroll, mentoring, appraisal and other related issues. The Apprenticeship Training Association can also assist you in recruiting the right Apprentice for your business, saving you the costs of advertising and recruitment agency fees.

For more information please contact our Business Services team on **01708 462800** or email them directly at **employerenquiry@havering-college.ac.uk**

## College helps salons get ahead

SALON owners wanting to stay at the cutting edge can now train their Apprentices in partnership with Havering College.

Havering College, one of only five Colleges in the country to have L'Oréal Flagship College status for its Hairdressing provision, provides high-quality education and training that responds to the needs of employers. The Hairdressing Apprenticeship programme has been designed by industry specialists with a real understanding of the Hair and Beauty commercial sector.



The scheme requires salons to provide their Apprentices with a minimum of 30 hours per week on-the-job salon training. Apprentices will also attend Havering College's state-of-the-art salon at The Lanes Hair & Beauty in Brentwood once a week on a Tuesday.

The Hairdressing Apprenticeships are designed for salon employees aged between 16 and 24, although applications from older learners will be considered.

Lesley Chantler, Havering College Area Head for Hair and Beauty said: "Salon owners will find Apprenticeships offer enormous benefits to their business. They ensure more competent and better trained staff and are designed to help young employees reach their full potential. Because Apprenticeships are structured and require commitment, employers will find Apprentices more disciplined from the start. We are proud that L'Oréal recognises Havering College as one of the country's top training providers."

The 18 month/two year Hairdressing Apprenticeship will deliver an NVQ Level 2 Diploma in Hairdressing. All Apprentices who successfully complete the framework will be offered the opportunity to take the L'Oréal Colour Keys qualification free of charge. There is also scope for further career progression.

Havering College is looking to expand the Apprenticeship scheme to include Beauty Therapy.

# Apprentices

## Earn and learn – the best of both worlds

As an Apprentice you will need to be determined to achieve, focused on your chosen career and be prepared to work hard. To become a professional takes dedication, practice and perseverance. As employees, Apprentices earn a wage and work alongside experienced staff in on-the-job training to gain specific skills relevant to their role. Off-the-job training is assessed when Apprentices attend College and work towards nationally recognised qualifications.

### Key benefits



Apprenticeships can take between one and four years to complete depending on the level and industry sector and the Apprentice's ability. The minimum salary is currently £2.50 per hour rising to £2.60 in October 2011, but many Apprentices earn significantly more.

Anyone over 16 can apply. There may be different entry requirements depending on the industry sector you want to work in. However, competition for employment will be fierce, so you will need to show that you are committed and aware of your responsibilities towards your training and the company that would employ you. You will need to be happy to work as part of a team and be able to use your own initiative to work individually.

## Training

Apprenticeships offer a structured training programme that will lead you through the skills you need to do your job well. Along the way there are checks and targets to make sure you are making progress and that your employer is supporting you.

**There are three levels of Apprenticeship available:**

### 1. Intermediate Level Apprenticeships

Apprentices work towards work-based learning qualifications such as an NVQ Level 2, KeySkills/Functional Skills and, in most cases, a relevant knowledge-based qualification such as a BTEC, providing the skills you will need to succeed in your industry sector and this training and can allow progression to an Advanced Apprenticeship.

### 2. Advanced Level Apprenticeships

Advanced Apprentices work towards work-based learning qualifications such as an NVQ Level 3, Key Skills/Functional Skills and, in most cases, a relevant knowledge-based certificate such as a BTEC. These generally take two years to complete. At the end of this Apprenticeship you should be a fully-qualified operational member of your workplace.

### 3. Higher Apprenticeships

Higher Apprentices work towards work-based learning qualifications such as an NVQ Level 4 and, in some cases, a knowledge-based qualification such as a Foundation degree or higher education, including university degrees. This route is highly regarded by many employers as an alternative to a graduate intake and a viable alternative to a traditional university place, allowing you to earn while you learn.

All Apprenticeship training is based upon a framework which includes the following elements:

- An appropriate work-based qualification such as a National Vocational Qualification (NVQ) at either Level 2 or Level 3;
- Either Key Skills (e.g. working in teams, problem-solving, communication and using new technology) or Functional Skills (e.g. numeracy and English)
- A technical qualification such as a BTEC or City and Guilds (relevant to the specific Apprenticeship);
- Other qualifications or requirements as specified by the particular occupation.

### Your Next Step

#### Considering an Apprenticeship

If you are not quite ready to start applying you can seek information, advice and guidance in a way that suits you.

If you would like to speak about Apprenticeships with a career adviser face to face or on the phone contact:

- Connexions (for ages 13-19) via [www.direct.gov.uk/en/YoungPeople/index.htm](http://www.direct.gov.uk/en/YoungPeople/index.htm) and click on the local services tab to find your nearest centre or call 080 800 13219.
- Next Step (for ages 19+)
- Visit <http://nextstep.direct.gov.uk> or call 0800 100 900.

#### Becoming an Apprentice

1. If you have decided this is the best career route for you and you are ready to commence an Apprenticeship you will need to find employment.

Apprenticeship vacancies are advertised in various ways including:

- The National Apprenticeship Service is a government agency that offers a vacancy matching service available to employers and those seeking an Apprenticeship. You can find them online at: [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk).
- Connexions via [www.direct.gov.uk/en/YoungPeople/index.htm](http://www.direct.gov.uk/en/YoungPeople/index.htm)
- Industry sector and company websites
- Job search websites such as [www.jobs24.co.uk](http://www.jobs24.co.uk) or [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)
- Your local Job centre or Job Centre plus [www.jobcentreplus.com](http://www.jobcentreplus.com)  
[www.direct.gov.uk/en/Employment/index.htm](http://www.direct.gov.uk/en/Employment/index.htm)
- Local/national press
- Friends and family contacts

2. If your employer does not have already have a training provider or an established Apprenticeship programme, Havering College can facilitate this in most cases. Ask your employer to contact the **Havering College Business Services team on 017080 462800** to discuss their requirements and your training needs.
3. Enrol for your training at Havering College of Further and Higher Education and begin your new career!

## Guide for parents

As a parent or carer it is understandable that you want the best for your young person. An Apprenticeship programme will give them a solid foundation of skills to build a career in their chosen field. By entering the workforce, they will gain independence and maturity, earning while they learn.

Anyone living in England, over 16 and not in full-time education can apply. Apprenticeships can start at any time of the year and the formal training will commence depending on the employer and the learning provider.

As employees, Apprentices earn a wage and work alongside experienced staff to gain job-specific skills. Off-the-job, usually on a day-release basis at College, Apprentices receive training to work towards nationally recognised qualifications.

Apprenticeships can take between one and five years to complete depending on the level of Apprenticeship, the Apprentice's ability and the industry sector.

Apprentices need to have employed status with an employer before commencing their training.

## Earn while you learn

Apprentices do real jobs for real employers. If they are entering work for the first time, they will start earning from day one of their Apprenticeship. As their skills develop, their pay may increase accordingly. Apprentices may also receive additional money for essential books, clothing or equipment, or to help them with a disability. As an Apprentice, they will receive the same benefits as other employees, such as pension contributions, subsidised canteen and leisure facilities. (Where applicable)

## Not just traditional crafts

Apprenticeships are available in a wide range of industry sectors and job roles within a variety of industry sectors, as well as the traditional crafts such as construction, ranging from accountancy and engineering to administration, retail and cycle maintenance.

Apprenticeships can also be an alternative route to higher education and some already attract UCAS points. The National Apprenticeship Service is working with UCAS to extend this system so that more qualifications gained during an Apprenticeship count towards an individual's university application.



## The sky is the limit for Apprentices

BRITISH technology company e2v sees Apprentices as a vital component of its future success. Recent contracts for the Chelmsford-based company include developing components for the billion pixel camera to map the Milky Way during the European Space Agency Gaia mission in 2013. e2v also designs, develops and manufactures for specialist applications within defence, medical and science, and commercial and industrial markets.

Havering College is proud to work with this high tech organisation in delivering an Apprenticeship programme for its trainee engineers.

Matthew Rowlinson is one of 15 Apprentices on the scheme which is due to be expanded by a further 15 Apprenticeships this September.

Some of Matthew's ideas are being incorporated into one of the company's new products and the 17-year-old has already been nominated for an in-house award.

"This is something I have wanted to do since I was very young," said Matthew.

"The Apprenticeship gives me the chance to be out at work which I enjoy and still continue my learning." The Brentwood teenager will complete his BTEC in Engineering next year and hopes to progress to HNC and Foundation Degree level through future opportunities for progression with e2v.

Chris Hawkins – e2v Apprentice Manager – believes Apprenticeships are a key to future success. "A number of our employees are getting close to retirement which has created a skills gap that we want these young, bright minds to fill. From day one the Apprentices are picking up the skills they need for their role in the company. I work very closely with the staff at Havering College to develop the courses to suit our needs.

"I would definitely recommend Apprenticeships to other businesses – I don't think there is a better way of filling skills shortages and training staff to do the job you want."



Business Services 01708 462800  
Course enquiries 01708 462801

## The Havering College, Employer and Apprentice Partnership

The key to a successful Apprenticeship programme is an appropriate, supportive and safe working environment, a strong commitment to achieve, matched with support from experienced College staff throughout the programme.

As a training provider, Havering College of Further and Higher Education supports both the Employer and the Apprentice through the Apprenticeship programme. Employers receive a comprehensive service that includes information on all aspects of the Apprentice's training at each stage and provides assessors to visit the Apprentice in their workplace. We also take care of the paperwork and offer specialist advice on issues such as health and safety and the latest legislation.

Our range of supported Apprenticeship frameworks is constantly growing and evolving to meet industry demands.



**Havering College  
Business Services**

# Apprenticeship Courses

## Administration, Business and Finance

Accountancy and Finance	Job Roles
<p>The Finance Department is at the heart of every business, keeping track of the everyday financial activities such as processing invoices, credit control, paying bills, payroll, completing VAT returns through to producing financial statements and reports. This is a highly professional and skilled field; Apprentices will need a business brain and the ability to work with numbers.</p>	<p>Accounts Clerk Finance Assistant Credit Control Assistant Purchase Ledger Clerk</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - AAT LEVEL 2 CERTIFICATE IN ACCOUNTING (QCF)	1 Year
ADVANCED APPRENTICESHIP AAT LEVEL 3 DIPLOMA IN ACCOUNTING (QCF)	2 Years

Business	Job Roles
<p>Effective organisation and administration systems are essential to the success and smooth efficiency of any business. Accuracy and attention to detail are really important along with a sense of responsibility. Team work is essential as Apprentices may be involved in the day to day office tasks such as typing or processing documents, sending the daily post, compiling spreadsheets, producing presentation materials or storing confidential information. A strong foundation in business administration will provide transferable skills that can be used and developed in any role as your career progresses.</p>	<p>Junior Secretary Legal Secretary Clerical Assistant/Officer Administration Assistant/ Clerk</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - BUSINESS ADMINISTRATION	1 Year
ADVANCED APPRENTICESHIP - BUSINESS ADMINISTRATION	2 Years
INTERMEDIATE APPRENTICESHIP - LEGAL SECRETARIES	1 Year





## Building Services and Construction Trades

Construction Trades	Job Roles
<p>From traditional craft skills through to professional building services the College offer a wide range of opportunities of Apprenticeship training. With a combination of day release and on site assessment we train and assess to the professional standard the construction industry set outs and requires. Duration is flexible according to the skills and qualification you have when starting and will vary from 1 year to 2 years. We offer a wide range of NVQ units which meet on site assessment requirements and job roles.</p>	<p>Painter and decorator Carpentry (site) Carpentry (bench) Bricklayer Property Maintenance Surveyor Plumber</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - TROWEL OCCUPATIONS	2 Years
INTERMEDIATE APPRENTICESHIP - PAINTING & DECORATING	2 Years
INTERMEDIATE APPRENTICESHIP - WOOD OCCUPATIONS	2 Years
INTERMEDIATE APPRENTICESHIP - PLUMBING	2 Years

Electrical Installations	Job Roles
<p>Electricians are employed in many sectors including construction, engineering, maintenance, building services and design. The Advanced Apprenticeship usually takes between 3 - 5 years. After this, you can progress through higher level qualifications into testing, inspection, design and verification of Electrical Installations. Electricians are highly skilled in both practical and theoretical applications of their trade. A large proportion of your training has to take place on your work site.</p>	<p>Installations - (Domestic, Commercial and Industrial) Maintenance operatives Technicians Installation Designer Building Services</p>
Frameworks Available	Duration
ADVANCED APPRENTICESHIP ELECTROTECHNICAL	3-5 Years

**Engineering**

Our vast range of experience of delivering the large array of Apprenticeships in engineering means we have developed a reputation of being able to meet most companies' needs. As an Apprentice you will learn from cutting edge technology down to the traditional craft skills as required by the scheme and company. We assess NVQ units bespoke to job roles and this gives you the qualifications fit for your role, as well as transferable skills for later life. We run Apprenticeships in small sole traders to multi-national corporations and you will receive the training and Apprenticeship programme which best meets your and the company needs. The length of Apprenticeship varies according to the company and Apprenticeship requirement and varies from 1 – 5 years.

**Job Roles**

- Design Engineer
- CNC Operator
- Electronics Engineer
- Bicycle Repair Technician
- Machinist (Milling and Turning)
- Fine Limit Sheet Metal Fabricator
- Prosthetic Limb manufacture, "Lean" Technician
- Gunsmith
- Welder Fabricator
- Lift Engineer
- Maintenance Operative
- Service Technician
- Audio Installation
- Alarm Installation
- Manufacture Operative
- Crane Engineer

**Frameworks Available**

**Duration**

ADVANCED APPRENTICESHIP ELECTROTECHNICAL ENGINEERING	3 Years
ADVANCED APPRENTICESHIP - MECHANICAL ENGINEERING SERVICES - PLUMBING (DOMESTIC)	2 Years
INTERMEDIATE APPRENTICESHIP - CYCLE SYSTEMS MAINTENANCE	1 Years
INTERMEDIATE APPRENTICESHIP - ENGINEERING	1 Years
ADVANCED APPRENTICESHIP - ENGINEERING	3 Years
INTERMEDIATE APPRENTICESHIP -ENGINEERING (PEO - PERFORMING ENGINEERING OPERATIONS)	2 Years





## Motor Vehicle

Motor Vehicle	Job Roles
<p>The motor vehicle trade has lots of avenues of employment and an Apprenticeship in this area is designed for light vehicle (car or small van) technicians. As a Motor Vehicle Apprentice, you will cover all the basics involved in all areas of vehicle technology and be assessed to national standards. You will be required to remove and refit mechanical and electrical units across a range of vehicles to the correct industry standard. This Apprenticeship involves day release and on site assessment in the work place.</p>	<p>Main Dealer Technician Independent Garage Technician Mechanic (light vehicle) After Market Technician (subject to skills scan)</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP MOTOR VEHICLE	2 Years
INTERMEDIATE APPRENTICESHIP - MOTOR VEHICLE - VEHICLE BODY AND PAINT OPERATIONS	2 Years

## Service Sectors

Customer Service	Job Roles
<p>This Apprenticeship teaches you the skills to provide excellent customer service and can be applied to hundreds of job roles across many different sectors, from government to telecommunications. However, most customer service Apprentices work in retail, financial services, call centres, hospitality, or sport and recreation.</p> <p>Good customer service is key to the success of any business or organisation. It is one of those useful skills that is found everywhere and covers all the extras that make a customer's experience better.</p>	<p>Customer Support Agent Customer Support Officer Delivery Co-ordinator Customer Service Operator Customer Service Team Leader Customer Service Supervisor Customer Relations Officer</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - CUSTOMER SERVICE	1 Year

Caring For Others	Job Roles
<p>Social care is about helping people with a particular need, such as the disabled or the elderly. This type of care usually takes place in the home or in care homes and can include anything from helping people get dressed to transporting them to and from a residential home. As an Apprentice in Social Care, you could be a personal care assistant helping someone in their everyday life.</p> <p>Completion of the Advanced Apprenticeship will stand you in good stead for progression onto Higher Education in subjects like nursing or midwifery and operating department practitioner roles in the care sector or management roles in care homes.</p>	<p><b>Intermediate Apprenticeship</b>                      Care Worker                      Day Care Assistant                      Learning Support Assistant                      Healthcare Assistant                      Healthcare Support Worker                      Home Care Assistant                      Medical Assistant</p> <p><b>Advanced Apprenticeship</b>                      Care Manager                      Day Care Manager                      Dietetic Assistant                      Senior Healthcare Assistant                      Senior Support Worker</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - HEALTH & SOCIAL CARE	1 Year
ADVANCED APPRENTICESHIP - HEALTH & SOCIAL CARE	2 Years

Hairdressing	Job Roles
<p>As a Hairdressing Apprentice, you will cover all the basics of hairdressing while working as a salon junior, assisting senior staff whilst training as a junior stylist. Duties are likely to include booking appointments, shampooing, conditioning, drying and styling hair and mixing and applying hair colour products.</p> <p>You will study hairdressing topics such as hair and skin testing, the effects of chemicals on hair and skin and the principles of hair colour selection – there is also the option to learn about promoting products, perming or relaxing different types of hair.</p> <p>Advanced Apprentices take their learning a step further by developing their cutting and colouring skills so they can carry out all the latest fashion techniques – and maybe even determine the fashion looks of the future.</p>	<p>Junior Stylist                      Hairdresser</p>
Framework Available	Duration
INTERMEDIATE APPRENTICESHIP - HAIRDRESSING	2 Years
ADVANCED APPRENTICESHIP – HAIRDRESSING	3 Years

## Service Sectors Continued

Hospitality And Catering, Professional Cookery	Job Roles
<p>Apprentices interested in cookery could either train as a chef in a restaurant, or learn how to cook on a large scale for institutions like the NHS or armed forces. You could work in all sorts of kitchens, from fine-dining to chain restaurants through to gastro-pubs.</p> <p>Apprentices more interested in the hospitality side of the sector could work in a hotel reception area, learn to run a B&amp;B or youth hostel or keep a hotel crisp and clean. Successful completion of the Advanced Apprenticeship could lead to management or supervisory roles.</p>	<p><b>Intermediate Apprenticeship</b>            Waiter or Silver Service Waiter            Bar-person            Cellar-person            Bar supervisor            Receptionist            School Cook            Cook            Team member or Chef            Craft Chef            Kitchen Assistant            Housekeeper            Youth Hostel Worker/            Supervisor            Team Member/Supervisor within a Holiday Park or Small Hotel</p> <p><b>Advanced Apprenticeship</b>            Sous Chef and Head Chef            Head Housekeeper            Head of Reception            Unit Manager in a Hotel Chain            Unit Manager in a Contract Catering Company            Unit or Regional Supervisor/            Manager in a restaurant/pub chain with multiple outlets</p>
Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - HOSPITALITY & CATERING	1 Year
ADVANCED APPRENTICESHIP - HOSPITALITY & CATERING	2 Years
INTERMEDIATE APPRENTICESHIP IN FOOD PRODUCTION AND COOKING	1 Year
ADVANCED APPRENTICESHIP IN FOOD PRODUCTION AND COOKING	2 Years

Information Technology

Apprenticeships within I.T. have the opportunity to integrate new technology and applications to real working environments, from developing and maintaining websites and mobile platforms to helpdesk support, computer maintenance and networking infrastructure and security. The IT user framework equips Apprentices with the skills required to work in an IT office environment. The IT & Telecoms pathway also includes opportunities to undertake vendor qualifications utilising our CISCO and Microsoft Academies.

Job Roles

Helpdesk support  
 Web designer  
 Computer maintenance  
 Network support  
 Software development

**Frameworks Available**

**Duration**

INTERMEDIATE APPRENTICESHIP - IT User

1 Year

INTERMEDIATE APPRENTICESHIP - IT & TELECOMS PROFESSIONAL

1 Year

ADVANCED APPRENTICESHIP - IT User

2 Years

ADVANCED APPRENTICESHIP - IT & TELECOMS PROFESSIONAL

2 Years





## Service Sectors Continued

### Warehousing and Logistics

The logistics sector is a vibrant and vital part of the business economy, responsible for the direct or indirect employment of approximately 1.9 million people in England, Wales and Northern Ireland. Warehousing and storage operate within Road Transport, Rail, Shipping and Air freight. Supply chains within and across all other sectors are reliant on the effectiveness of those who work within the logistics industry. As an Apprentice you will learn about modern warehousing methods. Duties could include tracking international freight, unloading containers into a warehouse, stock control for a supermarket or parts supplier and arranging or receiving deliveries of almost anything.

### Job Roles

Stock Control Assistant  
Replenishment Assistant  
Stores Assistant  
Warehouse team member or Supervisor  
Freight Forwarding Clerk in a local, national or international company

### Frameworks Available

INTERMEDIATE APPRENTICESHIP IN WAREHOUSING OPERATIONS

### Duration

1 Year

Childcare	Job Roles
<p>As an Apprentice the exact nature of your job role will depend on your employer. The Intermediate Apprenticeship is for those working under supervision such as a nursery assistant or playgroup assistant working with children under five or an assistant play worker in an out of school setting.</p> <p>The Advanced Apprenticeship is for those who work on their own initiative, planning and organising their own work and/or supervising others, for example, a nursery nurse, playgroup leader or a childminder working in their own home. After successful completion of this Apprenticeship there is good scope for progression. You may move up through levels of work, for example, from nursery assistant to nursery manager. There are also opportunities to undertake further training or assessment.</p>	<p>Intermediate Apprenticeship Nursery Assistant Playgroup Assistant Advanced Apprenticeship Nursery Nurse Playgroup Leader Senior Play Worker Childminder</p>

Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP - CHILDCARE	1 Year
ADVANCED APPRENTICESHIP - CHILDCARE	2 Years

Supporting Teaching and Learning in Schools	Job Roles
<p>The Apprenticeship in Supporting Teaching and Learning in Schools is about providing support in the classroom. As an Apprentice you will work under the close supervision of a class teacher. Your duties will vary depending on how the teachers you work with plan their lessons and handle day-to-day classroom activities – however, you could find yourself supervising arts and crafts activities, helping with outings or reading to the class. The Advanced Apprenticeship adds more responsibility to the role. You could help plan, carry out and evaluate a wide range of learning activities.</p>	<p>Teaching Assistants Learning Support Assistants Special Needs Assistants</p>

Frameworks Available	Duration
INTERMEDIATE APPRENTICESHIP IN SUPPORTING TEACHING AND LEARNING IN SCHOOLS	1 Year
ADVANCED APPRENTICESHIP IN SUPPORTING TEACHING AND LEARNING IN SCHOOLS	2 Years

## Just a selection...

Our range of supported Apprenticeship frameworks is constantly growing and evolving to meet industry needs. If you are an employer and you don't find the framework you require in this guide, please contact our **Business Services Team on 01708 462800** or email them at **employerenquiry@havering-college.ac.uk**



**Havering College  
Business Services**



 **Apprenticeships**



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Whilst every effort has been made to ensure the accuracy of the details contained in this publication, no responsibility is accepted by the College for any errors or admissions. The formation and continuation of classes will depend on sufficient enrolment and maintenance of satisfactory minimum attendance. Where minimum attendance is not reached in three consecutive weeks the class will have to close or amalgamate with another group. The College reserves the right to change course details if necessary. The information at enrolment will contain the appropriate details.

# Language and translation options

If you have difficulty reading this because you require it in another format or English is not your first language, you can ask for a translation by ticking one of the boxes. Fill in your name and address and return this form to the address below.

Arabic

إذا واجهت صعوبة في قراءة هذه المطبوعة وكنت تفضلها بصيغة أخرى، أو إذا لم تكن اللغة الإنجليزية هي لغتك الأولى، فيمكنك طلب ترجمتها بتأشير المربع المناسب ثم تعبئة اسمك وعنوانك وإعادة هذه القسيمة إلينا على العنوان أدناه:

Urdu

اگر آپ کو اس کو پڑھنے میں مشکل پیش آ رہی ہے کیونکہ آپ کو یہ کسی اور صورت میں چاہیے یا پھر انگلش آپ کی پہلی زبان نہیں ہے، آپ دیئے ہوئے خانوں میں سے ایک خانے پر ٹیک کرنے کے ذریعے اس کا ترجمہ لینے کے لئے کہہ سکتے ہیں۔ اس فارم پر اپنا نام اور پتہ لکھئے اور اسے نیچے دیئے ہوئے پتے پر واپس بھیج دیجئے۔

Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਪੜ੍ਹਨੇ ਵਿਚ ਤੁਹਾਨੂੰ ਮੁਸ਼ਕਿਲ ਪੇਸ਼ ਆ ਰਹੀ ਹੈ ਕਿਉਂਕਿ ਤੁਹਾਨੂੰ ਇਹ ਕਿਸੇ ਦੂਸਰੇ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਜਾਂ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਇਹਨਾਂ ਵਿਚੋਂ ਕਿਸੇ ਇੱਕ ਬੋਕਸ ਵਿਚ ਟਿੱਕ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾ ਕੇ ਤੁਸੀਂ ਇਸ ਦੇ ਅਨੁਵਾਦ ਲਈ ਕਹਿ ਸਕਦੇ ਹੋ। ਆਪਣਾ ਨਾਮ ਅਤੇ ਪਤਾ ਭਰ ਕੇ ਇਸ ਫੋਰਮ ਨੂੰ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਤੇ ਵਾਪਸ ਭੇਜ ਦਿਓ

Gujerati

જો તમને આ દસ્તાવેજ બીજા કોઈ સ્વરૂપમાં જોઈતો હોવાને કારણે અથવા અંગ્રેજી તમારી પહેલી ભાષા ન હોવાને કારણે, આ વાંચવામાં મુશ્કેલી પડી રહી હોય, તો તમે કોઈ એક ખાનામાં ટિક્ કરીને ભાષાંતર મેળવવાની વિનંતી કરી શકો છો. તમારું નામ અને સરનામું ભરીને આ ફોર્મ નીચે જણાવેલા સરનામે પાછું મોકલી આપો:

Chinese

如果你需要以另一種格式提供的資料，或由於英文並非你的母語而不明白這份文件的內容，你可以索取一份中文譯本。請在以下適當的空格內劃上勾號，並填寫你的姓名和地址，然後將這份表格寄回以下的地址：

Polish

Jeśli masz trudności ze zrozumieniem tego tekstu, ponieważ angielski nie jest twoim pierwszym językiem, możesz poprosić o jego tłumaczenie. Wystarczy zaznaczyć jedno z okienek, wpisać swoje imię i nazwisko oraz adres i wysłać ten formularz na adres podany poniżej.

Albanian

Nëse keni vështirësi për të lexuar këtë informacion sepse ju e kërkoni në një formë tjetër ose Anglishtja nuk është gjuha juaj amtare, ju mund të kërkoni një përkthim duke shënuar një nga kutiyë. Plotësoni emrin dhe adresën juaj si dhe kthejeni këtë formë ne adresën e mëposhtme.

Somali

Haddii aad dhibaato kala kulantid akhriska warbixintan sababtoo ah waxaad jeclaan lahayd iyadoo qaab kale u qoran ama afka Ingiriisiga ayaan ahayn luqaddaada koowaad waxaad codsan kartaa turjumaad adiga oo saxaya mid ka ah khaanadaha. Ku buuxi magaca iyo cinwaakaaga kadib foomka ku soo celi cinwlaanka hoose.

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