

ROCKET TRAINING LTD'S GUIDE TO

# APPRENTICESHIPS



BUSINESS  
ADMINISTRATION



CUSTOMER SERVICE



MOTOR VEHICLE  
ENGINEERING



RETAIL

# WELCOME TO THE ROCKET TRAINING LTD GUIDE TO APPRENTICESHIPS

Rocket Training Limited has been offering Apprenticeship opportunities to young people and employers for over 30 years. Specialising in Level 2 and level 3 Apprenticeships in the areas of Business Administration, Motor Vehicle Engineering, Customer Service and Retail. We now also offer Team Leader and Management Apprenticeships and higher Apprenticeships up to level 4.

Our Apprenticeship frameworks of qualifications will prepare people for the next stage of their development or onto the first step of the employment ladder.

We have a flexible approach to assessment and delivery which can be tailored to meet the needs of both the individual and the employer.

Rocket Training limited have a dedicated, qualified support team available if required, who are on hand to assist with moderate learning difficulties and personal issues.

We offer a full Careers Advice and Guidance service by qualified advisers who will assist in ensuring the Apprenticeship route is the most appropriate for the candidate and the employer.



**Kensington Skills Centre:** 302-304 Kensington, Liverpool, L7 2RN.

**Bebington Skills Centre:** 2-8 Newferry Road, Newferry, Wirral, CH62 1BJ.

**tel:** 0151 2591556 **fax:** 01512610670 **email:** [info@rockettraining.co.uk](mailto:info@rockettraining.co.uk) [www.rockettraining.co.uk](http://www.rockettraining.co.uk)

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# KEY FACTS ABOUT APPRENTICESHIPS

## What is an Apprenticeship?

An Apprenticeship is a work-based training programme designed around the needs of employers, which leads to nationally recognised qualifications. Apprenticeships have been developed by a wide range of industry sectors and are available with different types of employers from large national companies to smaller local companies.

Apprenticeships are the proven way to train your work force. Apprenticeships can make your organisation more effective, productive and competitive by addressing your skills gaps directly, even in uncertain economic times.

More information can be found at [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

## Benefits of recruiting an apprentice:

**A**dds value to a business

**P**roductive and competitive business - giving you the edge

**P**lugs the skills gap in your organisation

**R**ecruitment process that's cost effective

**E**nthusiastic member of your team

**N**ew talent and young blood

**T**raining that is all or part funded and is industry specific

**I**ntroduces new talent

**C**ost effective employment solution to staffing

**E**asier than you think

## How do I recruit an apprentice?

There are many ways to advertise for an apprentice whether it is through the traditional methods of newspapers and websites or whether it's locally through the following organisations.

The National Apprenticeship Service manages a free local, regional and national advertising and recruitment website for employers wanting to recruit apprentices – Apprenticeship vacancies can be accessed at [www.apprenticeships.gov.uk](http://www.apprenticeships.gov.uk).

Apprentices make a valuable contribution to your business by enabling you to recruit and train new employees or train your existing staff. They can support employees aged 16- 65 and are not just for young people. For more information please speak to Rocket Training Limited.

The local routes often don't cost a penny and some agencies will even short list your applicants for you. These are:

- 1. Rocket Training Limited can give advice on options**
- 2. National Apprenticeship Service** [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)
- 3. Job Centre Plus (JCP)** Employer direct line 0845 601 2001

Rocket Training Limited operate an Access to Apprenticeship Programme, which enables young people to attain the abilities and some of the skills required to engage in Apprenticeship learning. We may have the right person for you!



## Your responsibilities as an employer

1. Provide a safe and healthy working environment
2. Allow up to 1 day a week release for off the job training at Rocket Training Limited (if required)
3. Offer on the job support
4. Encourage the apprentice to grow and develop their skills
5. Employ the apprentice as an employee of the company with a paid wage (See page 6 for details)
6. Give at least 20 days paid holiday per year, as well as Bank Holidays.
7. Offer an apprentice a minimum of 16 hours per week to complete their apprenticeship. Generally, most apprentices are employed full time.
8. Give apprentices an induction into their role.

## Levels of Apprenticeships

### Intermediate Level Apprenticeship:

Apprentices work towards work-based learning qualifications such as an NVQ Level 2, Key/Functional Skills and, in most cases, a relevant knowledge based qualification such as a Technical Certificate. These provide the skills that apprentices need for their chosen career and ensure your apprentice has the skills needed to fulfil their position. It also allows entry into an Advanced Apprenticeship.

### Advanced Level Apprenticeship

Advanced apprentices work towards work-based learning qualifications such as an NVQ Level 3, Key/Functional Skills and, in most cases, a relevant knowledge based certificate such as a Technical Certificate. To start an Advanced Apprenticeship the applicant should ideally have 5 GCSEs (Grade C or above) or have completed an apprenticeship.

### Higher Level Apprenticeship

Higher Apprenticeships work towards work-based learning such as NVQ Level 4 and, in some cases, a knowledge qualification such as a Foundation degree.

# WHAT ARE THE COSTS?

## Wage of an apprentice

The national minimum wage (NMW) is a legal right to a minimum hourly rate of pay covering almost all workers in the UK.

This guide gives you an overview of the NMW - it provides a summary of the key elements and explains your main responsibilities as an employer.

*From 1 October 2011 the following rates apply:*

- £6.08 per hour for workers aged 21 years old and over
- £4.98 per hour for workers aged 18 to 20 years old
- £3.68 per hour for workers above school leaving age but under 18 years old
- £2.60 for apprentices under the age of 19 years old or aged 19 years old or over and in the first year of their apprenticeship

The age threshold for the main rate (the rate for workers aged 21 years old and over) was reduced from 22 to 21 on 1 October 2010.

## Training Costs

In addition to being given the advantage of paying an Apprenticeship rate for your staff member, the Government will contribute to your Apprenticeship training costs. There are the costs of the supervision, support and mentoring that you will need to put in place to support the apprentice. If your apprentice is aged 16-18 the Government pays your chosen training provider the full cost of training.

If the apprentice is 19 or older the training provider will receive 50% of the training costs from the Government and you will only have to pay 50% of the full amount.

Clearly there are many advantages to taking on an apprentice: Apprenticeship minimum wage rate, contribution or full costs training paid to your chosen, approved provider, ability to mould your apprentice to your specifications whilst on the job, workforce trained to a National recognised standard.

## NEXT STEPS

1. Identify a need to increase your workforce through an apprentice
2. Work out the cost and hours
3. Make a commitment to your apprentice
4. Create a job specification/description
5. Discuss with Rocket Training Limited the options for recruiting your Apprentice
6. Discuss with Rocket Training Limited how to develop your young person



# Bebington Skills Centre



aining.co.uk





## INTRODUCTION

This sector covers the many different occupations that keep businesses running efficiently and profitably, and keep staff and customers happy.

## EXAMPLES OF JOBS:

### Level 2 (Apprenticeship)

- Junior Secretary
- Administration Assistant
- Clerical Assistant

### Level 3 (Advanced Apprenticeship)

- PA/Secretary
- Office Administrator
- Administration Clerk

## QUALIFICATIONS:

- NVQ at appropriate level
- Technical Certificate at appropriate level
- Key / Functional skills at varying number and levels

## Business Administration

### About this course

Rocket Training Limited offers a flexible approach to the delivery of the Business Admin Technical Certificate and key/functional skills with either the traditional one day off the job taught delivery or delivery in the workplace through our VLE / self study packs. Assessment of the competent based aspect (NVQ) is delivered wholly in the workplace with fortnightly on-site visits and use of the e-portfolio process.

### Training Programme

Rocket Training Limited has embraced the use of new technology wherever possible, Interactive whiteboards are used when appropriate in classroom delivery, E-Portfolio is available, the use of digital images and voice recording is used to reduce the amount of paper evidence produced and to ensure evidence is captured as it naturally occurs. Learners are encouraged to share their thoughts and learning experiences via our regular learner forums and feedback sessions.

***Apprenticeships at Level 2 take between 9-12 months depending on skills, ability and time in job role.***

***Advanced Apprenticeships at Level 3 take between 9-12 months depending on skills, ability and time in job role.***





## INTRODUCTION

This Apprenticeship teaches the skills to provide excellent customer service, and can be applied to hundreds of job roles across many different sectors.

## EXAMPLES OF JOBS:

- Customer Relationship Manager
- Customer Support Agent
- Customer Support Officer
- Customer Service Executive Officer
- Customer Service Delivery coordinator
- Customer Service Operator
- Customer Service Team Leader
- Customer Service Supervisor
- Customer Service Manager
- Senior Customer Service Advisor
- Customer Relations Officer

## QUALIFICATIONS:

- NVQ at appropriate level
- Technical Certificate at appropriate level
- Key / Functional skills at varying numbers and levels

## Customer Service

### About this course

Rocket Training Limited offers a flexible approach to the delivery of the Customer Service Technical Certificate and key/functional skills with either the traditional one day off the job taught delivery or delivery in the workplace through our VLE / self study packs. Assessment of the competent based aspect (NVQ) is delivered wholly in the workplace with fortnightly on-site visits and use of the e-portfolio process

### Training Programme

Rocket Training Limited has embraced the use of new technology wherever possible, Interactive whiteboards are used when appropriate in class-room delivery, e-NVQ is available, the use of digital images and voice recording is used to reduce the amount of paper evidence produced and to ensure evidence is captured as it naturally occurs. Learners are encouraged to share their thoughts and learning experiences via our regular learner forums and feedback sessions.

***Apprenticeships at Level 2 take between 9-12 months depending on skills, ability and time in job role.***

***Advanced Apprenticeships at Level 3 take between 9-12 months depending on skills, ability and time in job role.***



## INTRODUCTION

Making things work (Engineering) – that's what Apprenticeships in this sector are all about.

## EXAMPLES OF JOBS:

- Workshop Controller
- Light Vehicle Master Technician
- MOT vehicle Examiner
- Light Vehicle Service Technician
- Light Vehicle Diagnostic Technician
- Electrical Installation Technician
- Fast Fit Technician
- Tyre Technician
- Fast Fit Supervisor

## QUALIFICATIONS:

- NVQ at appropriate level
- Technical Certificate at appropriate level
- Key / Functional skills at varying number and levels

## Motor Vehicle Engineering

### About this course

Motor Vehicle Engineering is quite traditional in its delivery with apprentices attending one-day a week for off- job learning.

### Training Programme

Day-release classroom based activity for the first 6-8 months covers the under-pinning knowledge to complete the Apprenticeship framework and leads to the Vehicle Maintenance Technical Certificate at either Level 2 or Level 3 and Keyskills or Functional Skills. The NVQ assessments are carried out in the workplace for the final 12 months (2/3 visits per month) with job cards also being an essential aspect of proving competence.

***Apprenticeships at Level 2 take between 12-18 months to complete depending on experience, ability and the variety of work within the workplace.***

***Advanced Apprenticeships at Level 3 take between 12-18 months to complete depending on experience, ability and the variety of work within the workplace.***



## INTRODUCTION

Retail covers a host of businesses from market stalls and independent shops to national chains and large superstores. This Apprenticeship covers a range of skills that can be used across this vast sector.

## EXAMPLES OF JOBS:

### Level 2 (Apprenticeship)

- Sales Assistants  
(can be also be known as Sales Associates, Sales Advisors, Sales Consultants, Retail Assistant, Retail Advisor, General Assistant, Partners and Sales Colleagues)
- Beauty Consultant
- Customer Service Assistant
- Stockroom Assistant
- Visual Merchandiser
- Fresh Food Counter Assistant  
(Bakery, Fish, Butchery, Fresh Produce)

### Level 3 (Advanced Apprenticeship)

- Senior Sales Assistants
- Craft Experts (e.g. Bakery)
- Style Advisors (Personal Shoppers, Retail Consultant, Stylist)
- Visual Merchandiser Supervisor
- Supervisor or Team Leader Department Manager (also known as Floor Manager)
- Store Manager of a small outlet

## QUALIFICATIONS:

- NVQ at appropriate level
- Technical Certificate at appropriate level
- Key / Functional skills at varying number and levels

## Retail

### About this course

Rocket Training Limited offers a flexible approach to the delivery of the Retail Technical Certificate and key/functional skills with either the traditional one day off the job taught delivery or delivery in the workplace through our VLE / self study packs. Assessment of the competent based aspect (NVQ) is delivered wholly in the workplace with fortnightly on-site visits and use of the e-portfolio process

### Training Programme

Rocket Training Limited has embraced the use of new technology wherever possible. Interactive whiteboards are used when appropriate in classroom delivery, e-NVQ is available, the use of digital images and voice recording is used to reduce the amount of paper evidence produced and to ensure evidence is captured as it naturally occurs. Learners are encouraged to share their thoughts and learning experiences via our regular learner forums and feedback sessions.

***Apprenticeships at Level 2 take between 9-12 months depending on skills, ability and time in job role.***

***Advanced Apprenticeships at Level 3 take between 9-12 months depending on skills, ability and time in job role.***

Thank you for taking the time to read this brochure. There are many advantages to taking on an apprentice not least:

- Apprenticeship minimum wage rate
- Contribution or full costs training paid to your chosen, approved provider
- Ability to mould your apprentice to your specifications whilst on the job
  - Workforce trained to a national recognised standard

### CONTACT DETAILS:

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