

CAMBRIAN TRAINING COMPANY

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# BUSINESS SUITE APPRENTICESHIPS

*Delivering sector leading  
qualifications for the industry >>*



Ewrop & Chymru: Buddsoddi yn eich dyfodol  
Cronfa Gymdeithasol Ewrop  
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# Business Suite Apprenticeships...

**Business and Administration;** Organisations need administrators at all levels; from secretaries to business development executives making strategic decisions, to administrative assistants with a wide range of clerical skills.

There are opportunities for administrators across most sectors in Wales. Employers can range from multinational corporations, with thousands of staff, to small companies with fewer than ten employees.

**Team Leading & Management;** Good team leaders and managers are essential to the success of any business. They inspire better performance and motivate others to succeed. Employers that invest in their leaders and managers benefit from a more open and trusted team working environment.

You could be working as a shift leader, charge hand, section leader, team leader, floor manager, trainee manager, deputy manager or supervisor.

**Providing Financial Services** apprenticeships are designed especially for the finance sector. This covers a broad range of organisations such as; banks, building societies, insurance companies, mortgage brokerages and accountants. These businesses are engaged in activities such as financing, credit operations, debt collection, investing, lending and insurance.

Apprenticeships can help staff develop and apply skills that are essential to create a successful career.

## **Apprenticeship Qualifications Available:**

- \* Level 2, 3 & 4 in Business & Administration
- \* Level 2 in Team Leading
- \* Level 3, 4 & 5 in Management
- \* Level 2 in Providing Financial Services

## **What is an Apprenticeship?**

An apprenticeship is a way for young people and adult learners alike to earn while they learn in employment, while gaining a vocational qualification and a real future. Hiring apprentices or training existing staff will help your business to grow your own talent by developing a motivated, skilled and qualified workforce.

An apprenticeship is a programme of learning and qualifications, completed in the workplace that provides employees with the skills, knowledge, confidence and competencies they need to progress in their chosen career or industry.

We believe the key to apprenticeships is providing high quality training that will benefit both apprentices and employers in the workplace.

## **Where do they take place?**

Most of the training is 'on the job' within the workplace. To achieve an apprenticeship, employees will need to build a portfolio of evidence via an e-portfolio system which shows that they are competent.

Our Training Officers will visit on a regular basis and carry out assessments while your employee, carries out their routine tasks at work. All work produced will be signposted so that employers data will be fully protected. There will also be a knowledge element to all apprenticeships which can be generated through assessment, written questions or can be recorded digitally.

## **Who are they for?**

Apprenticeships are available whether you are being employed as an apprentice in a new job or as part of training at your existing workplace. These programmes are part funded by the European Social Fund through the Welsh Government.

**Please contact us to find what level of funding you are eligible for via email:**

**T: 01938 555893 | E: [info@cambriantraining.com](mailto:info@cambriantraining.com)**





## **Level 2 Foundation Apprenticeship in Business and Administration**

This qualification is for learners who work in, or who want to work in Business Administration in job roles such as: **Administrator, Business Support Officer, Office Junior, Receptionist.**

It gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes the principles and practices underpinning the core tasks and responsibilities related to the job roles above as well as wider work-related knowledge such as organisational structure and environment, the use of research in business, equality and diversity and the legal context of business. Also to develop and demonstrate a range of technical skills and behaviours, this includes communicating verbally and in writing, preparing business documents, organising and supporting meetings and events and managing information and diary systems.

## **Level 3 Apprenticeship in Business and Administration**

This qualification is for learners who work in, or who want to work in the business administration roles such as: **Personal Assistant, Office Executive, or Office Supervisor.**

The qualification gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes the knowledge covering the broader cross-organisation processes such as business innovation, financial management and marketing, as well as the principles and practices underpinning the tasks and responsibilities such as methods of communication and information management. Also developing and managing administrative systems, processes and staff. For example, using a range of internal and external communication methods and the systems that support them, organising diaries, meetings and travel, managing resources and facilities, managing administrative processes and systems and supervising staff.



**99% of our employers  
confirmed that  
apprenticeships fully  
matched their business  
training needs**



## Level 4 Higher Apprenticeship in Business and Administration

This qualification is for learners who work in, or who want to work in Business Administration in roles such as: **Office Manager, Business Development Manager, Executive Assistant, Project Manager**

It gives learners the opportunity to develop the specific types of knowledge to underpin learners competence as well as the wider sector-related knowledge related to the job roles above. This includes the principles underpinning the resolution of administrative problems, the knowledge related to the management of an administrative function and the knowledge related to business communication models, systems and processes. Also being able to identify administrative problems, being able to resolve administrative problems, being able to organise the work of an administrative function, being able to manage administrative workflows and being able to use both written and verbal communication in business.

## Level 2 Foundation Apprenticeship in Team Leading

This qualification is for learners who work in, or who want to work in the business and professional management sector.

It gives learners the opportunity to develop and demonstrate competence as a Team Leader, Section Leader, Floor Leader, Trainee Supervisor, Call Centre Team Manager or Supervisor. Also to develop and demonstrate the skills and knowledge to develop the core competencies of the roles above, including team leadership styles, team dynamics, problem solving, providing support, managing the work of teams and communication techniques



**100% of our learners have expressed they enjoyed their apprenticeship learning journey**

## **Level 2 Foundation Apprenticeship in Providing Financial Services**

This qualification is aimed at people working in a wide range of sub-sectors of the financial services industry.

This qualification recognises occupational competence for people working in roles within;

- \* retail banking within banks, building societies and call centres. It is suitable for job roles such as cashiers and customer advisers, and also for people working in: the opening and maintaining of customer accounts; the operation of customer accounts' operation of currency tills and counter services; and handling of payments
- \* administrative functions within investment operations, mortgage administration, and financing and credit operations. Specific job roles include trade processors, investment information administrators, account reconciliation administrators, settlements administrators, investments performance administrators and corporate actions administrators
- \* general insurance in routine administrative roles. Specific job roles include claims handling processors, underwriting administrators processing, and administrators within insurance intermediary organisations
- \* life, pensions and investment in routine administrative roles
- \* debt collection roles.

This qualification allows learners to develop skills that will be useful to them in their day-today job role, attests to their occupational competence, thus enhancing their employability, motivates by providing them with the opportunity to gain a nationally recognised level 2 qualification that demonstrates ongoing professional development.





### **Level 3 Apprenticeship in Management**

This qualification is for learners who work in, or who want to work in management roles such as; **Section Manager, First Line Manager, Assistant Manager, Trainee Manager, Senior Supervisor and Junior NonCommissioned Officer.**

It gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes principles of equality, diversity and inclusion, the principles of leadership and management and the principles of people management. Also to develop and demonstrate a range of technical skills and behaviours that includes managing personal and professional development, supporting equality, diversity and inclusion in the workplace and managing team and individual's performance.

### **Level 4 Higher Apprenticeship in Management**

This qualification is for learners who work in, or want to work in management roles such as; **Manager, Quality Manager, Business Manager, Business Improvement Manager and Area Manager.**

It gives learners the opportunity to develop and demonstrate a range of technical skills and behaviours that support competence in the job roles stated above. This includes skills in leading and managing staff, recruiting and selecting employees, developing and implementing operational plans, developing working relationships with stakeholders, and managing business risks.

### **Level 5 Higher Apprenticeship in Management**

This qualification is designed for learners' to develop core middle management skills and competencies. It also introduces learners to strategic management concepts, preparing those who aspire towards senior management roles.

The qualification gives learners the opportunity to develop and demonstrate occupational competence to undertake and progress into middle management roles in a range of business settings, for example: **senior manager, area manager, head of department, stakeholder manager, business development manager.** Also to develop and demonstrate current technical skills and sector related knowledge to underpin competence in the job roles stated above, this includes topics on: providing leadership and management, contributing towards strategic plans, designing business processes and managing strategic change and recognise existing management and leadership skills

# BUSINESS SUITE APPRENTICESHIPS....

## Initial Assessment & Induction Paperwork

To start an apprenticeship with CTC, you will first need to take a literacy & numeracy assessment to enable us to assess your existing level and then provide the appropriate level of support.

We will then discuss your apprenticeship route to make sure it matches your needs.

We will then take some personal details and identification to complete your application.

## INDUCTION

### Learning Plan & Set Up

In order to make sure your learning goes to plan, we create an individual learning plan, while giving you access to the following online platforms;

#### E-portfolio Essential Skills Health & Safety Level 2

By using online platforms and the latest technology, you can access your learning 24/7.

You will need an email address to access these platforms.

## Apprenticeship Framework

Your apprenticeship consists of several elements;

### QCF Portfolio Technical Certificate Essential Skills Rights and Responsibilities Health & Safety

You will be visited regularly by your Training Officer who will assess, support and provide guidance in your workplace.

## DELIVERY

### Support & Ownership

Our qualified training team will be on-hand to support you throughout your learning journey.

You have complete ownership of your learning and are responsible for building an e-portfolio of evidence towards your qualification.

Online resources are available to help you study and learn. There are also opportunities to attend and compete at various events and competitions, e.g. Worldskills Competitions

## Certification

Upon completion of your apprenticeship framework and all its elements, you will receive your certificates of achievement.

You will receive a framework certificate, as well as a certificate for each certified qualification element.

## CERTIFICATION & PROGRESSION

### Progression

Your learning journey doesn't have to stop here...

You have acquired new skills and knowledge and may want to progress further?

Ask your Training Officer today for progression details.

## APPRENTICESHIP DELIVERY FLOWCHART





### **Contact Us**

If you are interested in employing an apprentice, or starting an Apprenticeship programme, please contact us to discuss your options and how we can support you;

**Email:** [info@cambriantraining.com](mailto:info@cambriantraining.com)

**Tel:** 01938 555893