



Apprenticeships

Central Training is a training company that delivers a range of training programmes for young people, adults and businesses across London, Hertfordshire and Essex.

For additional information on this course please contact us:

London Office
519-523 Cambridge
Heath Road
Bethnal Green
London
E2 9BU

PHONE:
0800 1692430

Essex Office
Head Office
44 Alexandra Street
Southend on Sea
Essex SS1 1BJ

PHONE:
0800 7832901

Apprenticeships

An apprenticeship consists of 3 components: the sector specific (NVQ) Diploma, Key Skills (soon to be known as Functional skills) and a technical certificate. Apprenticeships can be achieved at two levels, 2 and 3; the ideal level is dependant on the individuals' job role. They are aimed at 16-24 year olds.

Undertaking the apprenticeship is beneficial as it confirms a candidate's ability within their immediate role, and the opportunity to expand their knowledge, which is reinforced within the technical certificate.

The Key Skills update and enhance both literacy and numeracy skills, which are demonstrated throughout specific criteria, set in the nationally recognised standards. Each section of the framework is certificated for validity.

KEY SKILLS

Key Skills are based at different levels dependant on the level of the Apprenticeship being undertaken. The two main skills are Application of Number and Communication; there is also Information Communication Technology and wider key skills that are associated with the Distribution, Storage and Warehousing Apprenticeship. In order to complete a key skill there is an element of portfolio work and a multiple-choice test, which focuses on the different elements of the subject.

TECHNICAL CERTIFICATE

The Technical Certificate of each Apprenticeship is based on the knowledge contained within the mandatory units of the associated NVQ; the level of certificate matches that of the NVQ being undertaken as part of the Apprenticeship. Dependent on the Apprenticeship the Technical Certificate results in a test being undertaken.

APPRENTICESHIP	NVQ LEVEL	KEY SKILLS & LEVELS	TECHNICAL CERTIFICATE REQUIREMENTS AND LEVEL
Customer Service	2	Communication 1 Application of Number 1	Certificate in Customer Service Level 2
Customer Service Advanced	3	Communication 2 Application of Number 2	Certificate in Customer Service level 3
Business & Admin.	2	Communication 2 Application of Number 1	Award in Administration level 2
Business & Admin.	3	Communication 2 Application of Number 2	Award in Administration level 3
Team Leading	2	Communication 2 Application of Number 1	N/A
Management (Advanced)	3	Communication 2 Application of Number 2	N/A

For additional information on this course please contact us:

London Office
519-523 Cambridge
Heath Road
Bethnal Green
London
E2 9BU

PHONE:
0800 1692430

Essex Office
Head Office
44 Alexandra Street
Southend on Sea
Essex SS1 1BJ

PHONE:
0800 7832901

Optional Units

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure Health and Safety requirements are met in your area of responsibility

Assessment for the qualification takes place in the workplace and is based on activities regularly carried out by the candidate as part of their normal working day.

Candidates plan a programme of development and assessment with their qualified assessor and build a portfolio of evidence to prove that they are knowledgeable and competent in their work.

The time taken to achieve the NVQ in Management depends on the motivation of the candidate and the opportunities available in their role. This will be discussed and planned between candidate and assessor.