



A GUIDE TO
**BUSINESS, CUSTOMER SERVICE
AND ACCOUNTANCY**
APPRENTICESHIPS



ACHIEVE TRAINING...

YOUR LAUNCHPAD TO LEARNING

We are the leading learning launchpad for quality inspirational training and opportunities. That's because we are an award-winning social enterprise with an enabling environment whose main aim is to build better futures.

The connections and independence gained from being backed by a large community-based group and our experienced staff's expertise make us supportive and agile and form great commercial partnerships.

We are an inspiring place for young people and employers to mutually benefit, with 70% of our learners progressing to full-time employment.



1

WE ARE ENABLING AND INSPIRING

We're a 'life launchpad' for young people in a supportive, engaging and enjoyable environment.

2

WE ARE SOLIDLY SAVVY PARTNERS

We are a successful, responsible business, ambitiously innovative since 1982.

3

WE ARE INNATELY PEOPLE-FOCUSSED

As a profit for purpose business, community and putting people first really do come first with us.

4

WE ARE PASSIONATE IMPACT-MAKERS

We have a fiery can-do creative tenacity for positive change, and we will find a way to great.

WHAT YOU'LL LEARN FROM THIS GUIDE...

You will understand the apprenticeship levels and pathways available to launch your career in business, customer service and accountancy or progress and upskill in your current role. You'll discover what's involved in each apprenticeship, the entry requirements, end-point assessment and durations.

BUSINESS APPRENTICESHIPS

Whether you're looking to launch into a career in business, customer service and finance, or you're an employer ready to upskill new staff, an apprenticeship teaches the latest skills and knowledge required by the industry.

Once you have completed your Apprenticeship, you will have developed various transferable skills that you can use to develop your career or you might go on to build a career in a similar field.

Apprenticeships give you the stepping stone to move onto degree level studies and beyond. These qualifications could be business and management related where you could specialise in a particular field.

This guide shows you the apprenticeships available.

LEVEL 2	CUSTOMER SERVICE PRACTITIONER	>
LEVEL 2	ACCOUNTS / FINANCE SPECIALIST	>
LEVEL 3	ASSISTANT ACCOUNTANT	>
LEVEL 3	CUSTOMER SERVICE SPECIALIST	>
LEVEL 3	BUSINESS ADMINISTRATOR	>
LEVEL 3	TEAM LEADER / SUPERVISOR	>

“

I'm really happy with how far I have come in my role. I completed my Level 2 then progressed on to my Level 3 Business Administrator apprenticeship where I got 100% on both my project and portfolio discussions as part of my end-point-assessment. This is something I'm proud of.

Taylor, 18

“

I went to university but soon realised it wasn't for me.

My apprenticeship allowed me to get a position as a Development Assistant with Aspire Housing, and I've never looked back!

Rachel, 22



LEVEL 2

CUSTOMER SERVICE PRACTITIONER

APPRENTICESHIP STANDARD

15 MONTH DURATION (12 months learning / 3 months EPA)

WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to develop their customer service skills to deliver high quality products and services to the customers of their organisation.

Developing skills to enable you to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality.

ENTRY REQUIREMENTS

As part of this standard you will need to work towards Level 2 and achieve Level 1 functional skills in maths and English.

COSTS

Maximum of £3,500 if you are a Levy payer
Maximum of £175 if you are a non-Levy company

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Understand the needs and priorities of customers
- Know appropriate legislation & policies
- Develop a customer focused experience
- Develop excellent customer service skills

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Showcase presentation
- Observation
- Professional discussion

PROGRESSION OPPORTUNITIES

You could progress onto a Level 3 Customer Service Specialist Apprenticeship Standard.





LEVEL 2

ACCOUNTS/ FINANCE ASSISTANT

aat
Approved

APPRENTICESHIP STANDARD

15 MONTHS DURATION (12 months learning / 3 months EPA)

WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for starting out in an accountancy or finance career.

The course offers core accounting knowledge and skills needed to progress in the finance sector.

ENTRY REQUIREMENTS

As part of this apprenticeship you will need to work towards Level 2 functional skills in maths and English and have achieved a minimum of Level 1.

COSTS

Maximum of £6,000 if you are a Levy payer
Maximum of £300 if you are a non-Levy company

*Additional costs £147 AAT membership, paid directly to AAT by the employer

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Bookkeeping transactions
- Bookkeeping controls
- Elements of costing
- Using accounting software
- Working effectively in finance

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Structured interview
- Portfolio of evidence
- In-tray test

PROGRESSION OPPORTUNITIES

You could progress on to the Level 3 Assistant Accountant Apprenticeship Standard.



16-18 year old apprentices fully funded if your business has less than 50 employees.

Part of **we are aspire**

LEVEL 3

ASSISTANT ACCOUNTANT

APPRENTICESHIP STANDARD

21 MONTHS DURATION (18 months learning / 3 months EPA)



WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to develop and master more complex accounting disciplines.

Job roles suitable include:

- Accounts payable clerk
- Audit trainee
- Bookkeeper
- Practice bookkeeper
- Tax accountant

ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in maths and English.

COSTS

Maximum of £8,000 if you are a Levy payer
Maximum of £400 if you are a non-Levy company

*Additional costs £147 AAT membership, paid directly to AAT by the employer

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Advanced bookkeeping
- Final accounts preparation
- Management accounting and costing
- Indirect tax
- Ethics for accountants
- Spreadsheets for accounting

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Advanced synoptic assessment (exam)
- Professional discussion
- Portfolio creation

PROGRESSION OPPORTUNITIES

You could progress on to the Level 4 Professional Accountant Technician Apprenticeship.

RECOMMENDED QUALIFICATION

Alongside the Level 3 Assistant Accountant Apprenticeship Standard we also offer, at an additional cost of £192, Advanced Diploma in Accounting Level 3. Consisting of 4 additional unit assessments.



LEVEL 3

CUSTOMER SERVICE SPECIALIST

APPRENTICESHIP STANDARD

21 MONTHS DURATION (18 months learning / 3 months EPA)

WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to become a 'professional' for direct customer support within all sectors and organisation types.

Developing skills to be an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in maths and English.

COSTS

Maximum of £4,000 if you are a Levy payer
Maximum of £200 if you are a non-Levy company

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Practical observation with question & answers
- Work based project supported by an interview
- Professional discussion based on a portfolio of evidence

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Exploring organisations current business strategy for customer service and make recommendations for improvement
- Understand a range of leadership styles and apply them successfully in a customer service environment
- Know your internal and external customers and how their behaviour may require different approaches from you
- Understand how customer expectations can differ between cultures, ages and social profiles

PROGRESSION OPPORTUNITIES

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

LEVEL 3

BUSINESS ADMINISTRATOR

APPRENTICESHIP STANDARD

21 MONTHS DURATION (18 months learning / 3 months EPA)

WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to engage with different parts of the organisation and interact with internal or external customers.

With a focus on adding value, the role of business administrator will contribute to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in maths and English.

COSTS

Maximum of £5,000 if you are a Levy payer
Maximum of £250 if you are a non-Levy company

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Knowledge test
- Portfolio based interview
- Project/improvement presentation

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Understanding laws and regulations that apply to their role including data protection, health & safety, compliance etc. supporting the company in applying the regulations
- Knowledge on how to review processes autonomously and make suggestions for improvements
- Applying a solutions-based approach to improve business processes and helping define procedures
- Development of people management responsibilities through mentoring and coaching others.
- Positively managing the expectations of colleagues at all levels and sets a positive example for others in the workplace
- Exercising proactivity and good judgement, making effective decisions based on sound reasoning and dealing with challenges in a mature way

PROGRESSION OPPORTUNITIES

The administration role may be a gateway to further career opportunities, such as management or senior support roles.



LEVEL 3

TEAM LEADER/ SUPERVISOR

APPRENTICESHIP STANDARD

22 MONTHS DURATION (18 months learning / 4 months EPA)

WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those managing teams and projects for the first time including those currently supporting, developing and managing team members, managing projects, planning and managing workload and resources, and delivering operational plans.

ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in Maths and English.

COSTS

Maximum of £4,500 if you are a Levy payer
Maximum of £225 if you are a non-Levy company

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- 20 minute presentation with 30 minutes of questions and answers
- 1 hour professional discussion underpinned by a portfolio of evidence

PROGRESSION OPPORTUNITIES

You could progress on to a Higher or Degree Level Apprenticeship or qualifications with The Chartered Management Institute and The Institute of Leadership and Management.

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions including online learning, workplace visits, on and off the job training and 1 to 1 support. It covers areas such as:

1. Team building and development

Leadership, coaching and change

2. Building a higher performance team

Setting goals – personal and work, feedback, conflict, sharing of good practice, cross team working, active listening

3. Communication

Manner, non verbal and constructive feedback

4. Organisational, culture and strategy

Team plans, culture, strategy and targets

5. Data analysis

6. Project management

Managing a project and using appropriate project tools

7. Organisational governance

Applying governance, budget management, legal requirements and HR

8. Management of self

Bias, personal development, time management, reflection, learning styles

9. Problem solving

Problem solving techniques and application, managing conflict/managing stakeholders

EXPERT KNOWLEDGE & GUIDANCE

We can help you invest in the right training and development for existing and new staff, creating a highly motivated and well-trained workforce.

Our expertise can help to access funding and support to maximise the return on your investment.



**OUR SERVICE
PROMISE**

1

GROW GREAT PEOPLE

Our team guide you through how to get the training your business needs, providing advice on qualifications, financial support, additional funding, work experience and how to coach and support your apprentices.

2

TRAINING YOU CAN TRUST

Our knowledge can support you with getting the most out of your training funding. All of this means you can continue to focus on your core business, knowing that your training management is under control.

By partnering with us, you are working with a provider formally recognised and listed on the RoTAP (Register of Apprenticeship Training Providers) by the Education & Skills Funding Agency.

3

STRESS-FREE MANAGEMENT

We pride ourselves on working with young people to give them a life learning launchpad. We have work-ready apprentices that are 'skill matched' to apprenticeship vacancies and businesses, making the recruitment process seamless.

Alongside this, our complimentary advertising and recruitment service ensures that your business is working with new apprentices as quickly as possible.

READY TO GROW YOUR BUSINESS?

SPEAK TO A MEMBER OF THE TEAM



Contact us online
achievetraining.org.uk/employers



Call us on **01782 279121**
or visit our website to **Live Chat**



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