

NELSON & COLNE
COLLEGE GROUP

APPRENTICESHIPS

Apprenticeship Guide

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Your future, your way.

- ▶ Specialist Apprenticeship Recruitment Team to help you find an Apprenticeship
- ▶ Talent matching service to recruit you into the right role
- ▶ Individualised Pre-Apprenticeship support

Our College has been providing outstanding Apprenticeships for many years.

We have an excellent reputation with businesses across East Lancashire and beyond, who look to us to find their next star employee. If you decide that an Apprenticeship is the right route for you, you could be that employee!

We currently have over 1,800 Apprentices working in businesses with outstanding reputations both large and small. Our Apprentices go on to become real assets to their employers and regularly secure full-time employment after their Apprenticeship.

Pre-Apprenticeship Support

We understand that it is vital for young people to be equipped with the skills needed to secure employment and perform well in their roles. With this in mind we will work with you to develop your skills to make you more attractive to potential employers.

The type of support offered may include...

- An opportunity to complete certain key skills essential for employment
- Communication and presentation skills
- Industry specific qualifications and skills such as Paediatric First Aid or Health and Safety at Work
- Relevant work placements
- CV production and job search skills
- Interview techniques
- Individualised advice, guidance and support

Apprenticeships Your Journey

Step 1 Your Interview

Once you've applied for an Apprenticeship, you will be invited into the college to have an interview with the relevant Programme Leader, for the sector you've chosen to complete your Apprenticeship in.



Step 2 Assessment

Following your interview you will undertake some assessments to identify if there are any key skills that need developing before being put forward for a live Apprenticeship vacancy.



Step 3 Developing your work skills

If any key skills require development you'll join our 'Talent Pool', 'Ambitions Light' or 'Moving On' programme and be invited to sessions such as: CV Workshops, Interview Preparation and Functional Skills.



Step 4 Live Vacancies

Once you are ready, our expert team will help you to secure an Apprenticeship that is aligned to your career aims.



Step 5 Interview with an Employer

Upon being shortlisted for an Apprenticeship vacancy, the Apprenticeship Team will arrange a specialised interview preparation session, to ensure you are as prepared as possible for your upcoming interview with your prospective employer.



Step 6 Ongoing support from the Apprenticeship Team

The team will continue to work with you to develop your key skills until you are successfully matched with an employer and have secured full-time Apprenticeship employment.



Applying for an Apprenticeship

You can view and apply for live vacancies in the following ways...



Our Website

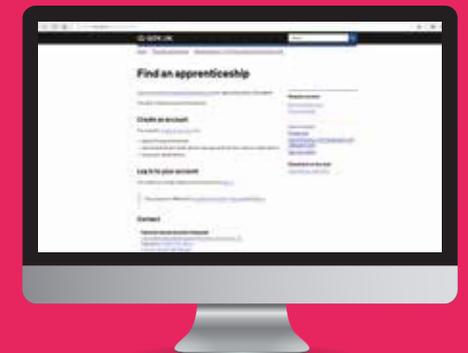
Vacancies with businesses from across East Lancashire and beyond can be found on our websites:
www.nelson.ac.uk/apprenticeships/vacancies or
www.accross.ac.uk/apprenticeship/apprenticeship-job-vacancies

Open Evenings

Throughout the year, there are numerous opportunities to attend an Open Evening at Nelson and Colne College or Accrington and Rossendale College. Here you will find out more about our Apprenticeship programmes, meet current Apprentices and view our latest vacancies available. All College events can be found on our websites:
www.nelson.ac.uk www.accross.ac.uk

Gov Website

All of our live vacancies are also listed on the gov.uk website: www.gov.uk/applyapprenticeship



Apprenticeship FAQs



What is an Apprenticeship?

An Apprenticeship is a real job with training. You can earn a wage while working towards achieving a nationally recognised qualification linked to your chosen career. Apprenticeships are equivalent to a full-time academic qualification and there are a wide range of areas you can complete an Apprenticeship in.

Please note you are not guaranteed an Apprenticeship once you've applied. This is subject to the approval from the employer with the Apprenticeship vacancy.

Please see our subject pages for details.

What are the benefits of an Apprenticeship?

- ✓ Earning a salary
- ✓ Training in the skills employers want
- ✓ Excellent progression opportunities
- ✓ Increased future earning potential
- ✓ Better long term salary prospects
- ✓ Learning at a pace suited to you with the support of a dedicated Trainer Assessor
- ✓ Paid holidays

Am I guaranteed a job?

No you aren't guaranteed a job, however Government data shows that nationally 90% of Apprentices stay in employment after finishing their Apprenticeship, with many staying with the same employer.

How long will my Apprenticeship last?

Apprenticeships typically last for one to four years depending on the area of study. The majority of Apprenticeships last for two years.

What does an Apprenticeship involve?

Training combines off the job study with learning and development in the workplace. Some Apprenticeships take place fully in the workplace.

What grades do I need to do an Apprenticeship?

Intermediate Apprenticeship – 4 GCSEs at grade 3 (D) or above (one in English or Maths) or equivalent.

Advanced Apprenticeship - 5 GCSEs at grade 4 (C) or above (one in English or Maths) or successful completion of an Intermediate Apprenticeship, or equivalent.

These requirements are subject to change and may also differ to meet the needs of the employer. As well as a College interview, progression onto an Apprenticeship is subject to an employer interview.

Don't worry if you didn't get the required grades, we can work with you to find a suitable route on to your Apprenticeship.

How much do I get paid?

All Apprentices receive at least the National Apprenticeship Minimum Wage of £3.90* per hour in their first year, however some employers do choose to pay more.

How many hours a week do I work?

This depends on the industry and the employer, please ask upon applying for your chosen Apprenticeship.

Can an Apprenticeship lead to university?

Yes! A growing number of Apprentices also go onto Higher Apprenticeships to gain degree level qualifications, but without the expense of going to university.

What do employers expect from an Apprentice?

All Apprentices are expected to conduct themselves professionally within the workplace and must be conscientious in their work, attendance and timekeeping. Our unique Pre-Apprenticeship support package will help guide you in developing the skills and qualities desired by employers, however a desire to work and further your skills is essential.

Our Employers and what they want from you...

We have an excellent reputation with businesses across East Lancashire and beyond, who look to us to find their next employee. No matter what industry you are hoping to work in, there are a core set of skills all employers are looking for:

- ▶ Communication
- ▶ Teamwork
- ▶ Initiative and Enterprise
- ▶ Planning and Organisation
- ▶ Problem Solving
- ▶ Enthusiasm

Once you apply, we will work with you to ensure you secure an Apprenticeship. We will run a series of workshops to ensure that you are employer ready.

These might include:

CV Workshops

Perfect your CV and tailor it to your chosen industry or Apprenticeship

Interview Skills

Get interview ready with the Apprenticeship Team's top tips workshop

Job Research

Get the skills to research jobs and find current live Apprenticeship vacancies

Just some of the employers we work with...



Business and Professional Services

Did you know...?

A Business Advisor can earn up to **£35,000** a year

Available from Levels 2 to 5*

Business and Professional Services Apprenticeships in...

Accountancy

An Accountancy Apprenticeship provides you with the training and qualifications you need to work as an Accounting Technician or Accounts Assistant, as a Credit Control Clerk, an Accounts Clerk, or a Finance Assistant.

Typical services that you would learn about include: tax returns, payroll, bookkeeping, managing financial accounting, auditing and much more.

Business Administration

The Business Administration Apprenticeship is about playing an important support role within a business or organisation. Administrators handle the day-to-day tasks in an office and make sure things run smoothly.

The term 'administration' covers roles that involve organising people including Executive Secretaries, Administration Assistants, Data Entry Clerks, and Office Juniors. Without them, information is hard to find, meetings would be missed and businesses would be less productive.

IT

This Apprenticeship provides the Apprentice with the competence, skills and knowledge to work effectively and efficiently with IT systems, communication and productivity tools and software applications.

This includes the creation and amendment of formatted information including documents, diagrams, spreadsheets and presentations. It also includes maintaining simple websites, using the internet to find and exchange information and using social media to disseminate information.

Team Supervisor

This Apprenticeship teaches you the skills to be an effective leader and can be applied to hundreds of job roles across many different sectors, from small businesses to large corporations.

Effective leadership and management is vital to the success of all businesses. Proven competence in leading teams of people, planning work schedules and making the best use of resources is an essential quality of a good manager.

Marketing

A Marketing Apprenticeship will help you to get your foot on the creative industry ladder.

Within the Apprenticeship, the nature of the work will depend on your employer; however, you are likely to be working as a Marketing Assistant or perhaps in event management. You may learn how to create and execute a marketing plan for products/services, help manage budgets and distribution plans and carry out research.

Careers within Business and Professional Services

- Accounts Manager
- Business Support Officer
- Data Administrator
- Digital Design Assistant
- Event Manager
- Finance Assistant
- IT Helpdesk Support
- Marketing Executive
- Marketing Officer
- Personal Assistant
- Team Leader
- Web Technician

Plus many more!

Skills required to work within this industry

- Logical thinking
- Awareness of current business issues and trends
- Knowledge of local and national business
- A non-judgemental and positive approach
- Good IT skills
- Excellent organisational skills
- Decision making skills
- The ability to manage projects and work on your own initiative
- Strong communication skills

Some of the employers we work with...



“

I would absolutely recommend an Apprenticeship, it is an amazing way to gain a qualification while having the opportunity to earn a salary at the same time as gaining experience.

Ellie Rigby

Business Administration Apprentice at Balshaws School

”

Catering and Hospitality

Did you know...?

4.49 million people work in the hospitality industry

Available from Levels 2 to 3*

Catering and Hospitality Apprenticeships in...

Hospitality Team Member

This Apprenticeship is designed for all hospitality staff who serve food and drinks in any type of catering or hospitality setting, as part of their normal job role. Apprentices may be working in a wide range of outlets, including fine dining restaurants, catering eateries, school canteens, care homes and contract catering sites.

Commis Chef

The Commis Chef Apprenticeship will give you valuable experience of a variety of routine food preparation and cooking activities. You will be working in a kitchen environment where your duties could include preparing and cooking a variety of dishes and maintaining a clean, safe and hygienic working environment.

Hospitality Supervisor

This Apprenticeship is for those wishing to gain a wide range of skills and knowledge to work in a supervisory role across a variety of Catering and Hospitality areas, reflecting the multi-functional nature of the industry.

Senior Chef - Production Cooking

The Senior Chef – Production Cooking Apprenticeship has been designed to develop effective leaders in high pressure and high volume settings. As part of this Apprenticeship, Apprentices will learn how to manage, lead and motivate teams effectively.

Apprentices will also learn how to problem solve and make decisions in a challenging and fast paced environment.

Chef de Partie

A Chef de Partie is responsible for running a specific section of the kitchen. This type of chef usually manages a small team of workers, which they must keep organised so that dishes go out on time and the work area remains clean and orderly. In smaller kitchens a Chef de Partie may work independently as the only person in their section, also known as a station or section chef. The Chef de Partie reports to the Senior Chef and has a very important role in any kitchen.

Food Preparation and Cookery

This Apprenticeship is designed for anyone looking to gain a professional qualification within the Catering and Hospitality industry. The Apprenticeship covers all aspects of health and hygiene, safety, communication with others and a wide variety of craft units such as meat, fish, poultry, vegetables and stock control, etc.

Front of House

This Apprenticeship is designed for people currently working or looking for a career within the Catering and Hospitality industry as a Hotel Receptionist. The Front of House Apprenticeship is incredibly broad and can cover hotels, restaurants, bars, pubs, hotels and clubs. Hospitality is all about customer service, whether this is making sure food is served on time or that a hotel room is ready to use.



Careers within Catering and Hospitality

- Head Chef
- Front of House
- Kitchen Assistant
- Pastry Chef
- Restaurant Manager
- Sous Chef
- Commis Chef
- Chef de Partie
- Barista
- Senior Chef

Plus many more!

Skills required to work within this industry

- Effective communication skills
- Enthusiasm and commitment
- Ability to work well under pressure
- Strong team work skills
- Excellent customer service skills
- Understand health and safety requirements
- Great people skills

Some of the employers we work with...



“

Throughout my Apprenticeship I have been able to develop new skills working alongside the Head Chef. I have learned so much about ingredients and new foods that I didn't know before. I would eventually like to have my own restaurant and be recognised as a Head Chef, my Apprenticeship will help me to achieve this goal.

Robbie Palmeri

Professional Cookery Apprentice at Spread Eagle Inn

”

Construction Trades and Building Services

Available from Levels 2 to 4*

Did you know...?

The Construction Industry Training Board (CITB) estimates that the sector will need to recruit and train 158,000 workers by 2022.

Construction Trades and Building Services Apprenticeships in..

Carpentry and Joinery

This Apprenticeship involves carrying out skilled work primarily using timber products, either on a construction site or in a workshop, creating and installing building components. This is a core and options Apprenticeship, with two pathways:

Pathway 1: A Site Carpenter will normally work on a building site, or in domestic and commercial premises, preparing and fixing building components, from the initial erection of a new building, through to the installation of all necessary fixtures and fittings, as well as a range of repair and maintenance activities.

Pathway 2: An Architectural Joiner will normally be employed in a workshop producing timber based building components and other architectural products, such as doors, windows, units and staircases, which are then transported to construction sites to be installed by site carpenters.

Painting and Decorating

Painters and Decorators operate in domestic and commercial properties and undertake the decoration and protection of buildings. Properties include houses, schools, offices, hospitals factories and construction sites. Working internally or externally they work individually and/or as part of a team applying water-borne and/or solvent-borne paint coatings and wallcoverings.

As an Apprentice, you will develop the knowledge of paint coatings and wallcoverings and understand and comply with statutory, safety and environmental requirements. Apprentices will also be responsible for their own work achieving a high quality finish at the appropriate pace. Apprentices will also be good problem solvers and communicators and are able to interact effectively with colleagues, clients and associated trades.

Brickwork

This Apprenticeship is designed for those who would like a career within Brickwork. Bricklayers lay bricks, blocks and other types of building components in mortar to construct and repair walls, foundations, partitions, arches and other structures e.g. chimney stacks. They might also refurbish brickwork and masonry on restoration projects.

The range of sites and projects that bricklayers will work on include large commercial developments, new builds in housing, alterations, extensions and restorations. A bricklayer may work one-on-one or on larger jobs where their bricklaying group may work on a particular section of a building alongside other bricklaying companies as well as other trades.

Civil Engineering

This Apprenticeship is for those looking to start a career as a Civil Engineer. Civil Engineers are responsible for the design, construction and maintenance of the built environment, including projects such as bridges, roads, railways, airports, canals, dams and power stations. Civil Engineers can either be Consulting Engineers who advise on projects and design them or contractors who construct the structures.

Plastering

This Apprenticeship is for those Apprentices who are looking to develop their skills, knowledge and competence as a Plasterer. Plasterers mix and apply plaster to walls and ceilings of buildings to provide a smooth or decorative finish. A plasterer will also produce ornamental plasterwork such as ceiling roses, cornices and columns.

Careers within Construction Trades and Building Services

- CNC Operator
- Building Surveyor
- Site Carpenter
- Stonemason
- Painting External Finisher
- Dry Liner
- Quantity Surveyor
- Ground Worker
- Site Supervisor
- Structural Concrete
- Specialist Renderer
- Interior Designer
- Project Manager
- Dry Liner
- Kitchen Fitter
- Architect

Plus many more!

Skills required to work within this industry

- Excellent communication skills
- Good problem-solving skills
- A creative approach for new ideas
- Excellent technical knowledge
- Good teamworking skills
- The ability to manage projects
- High level of IT ability
- Good commercial awareness
- The ability to adapt to work under pressure and to deadlines

Some of the employers we work with...



“

Both my employer and Trainer Assessor have supported and helped me in so many ways throughout my Apprenticeship. I think an Apprenticeship is beneficial because it provides you with the experience and knowledge of your chosen industry, while being able to also earn a salary.

Mia Threlfall

Carpentry and Joinery Apprentice at Martin Gaskell Joinery

”

Education and Childcare

Did you know...?

An experienced Nursery Manager can earn up to **£45,000** per year

Available from Levels 2 to 5*

Childcare Apprenticeships in...

Childcare

This Apprenticeship is designed for those who would like a career working with children. Our Apprenticeships help Apprentices learn about child development, protection and enhance communication skills.

Children and Young People's Workforce

The Children and Young People's Workforce Apprenticeship is suitable for those looking to join the Children and Young People's Workforce or for those already working in the sector looking to gain a formal qualification.

This Apprenticeship will help Apprentices to develop their knowledge and skills relating to the Children and Young People's Workforce.

Early Years Educator

The Early Years Educator Apprenticeship is designed to prepare Apprentices to become Early Years Educators, enabling Apprentices to work with children from birth to 5 years and gain knowledge of children aged 5 to 7 years. Apprentices will develop and practise the skills required for employment and/or career progression in the Early Years sector.

Supporting Teaching and Learning in Schools

This Apprenticeship will enable Apprentices to develop the knowledge and skills needed when supporting teaching and learning in primary, secondary or special schools. It covers a wide range of areas including children and young people's development, supporting those with disabilities or special educational needs and communication and professional relationships.

Supporting Teaching and Learning in Physical Education and Schools

This Apprenticeship will equip Apprentices to deliver, plan, organise and assess the learning of children in a range of environments, including the community and schools.

Residential Childcare

This Apprenticeship is designed for those who wish to work within a children's residential care setting e.g. a children's home, a residential special school or a secure children's home.

Apprentices working in these types of settings will support children, young people and families to achieve their potential and stay safe. Using an approach of respectful curiosity, Apprentices will work alongside other professionals and organisations to share the responsibility for improving outcomes.



Careers within Childcare

- Teaching Assistant
- Care Worker
- Learning Support Assistant
- Nursery Supervisor
- Play Centre Assistant
- Senior Practitioner
- Nursery Nurse
- Classroom Assistant
- Behavioural Support Worker

Plus many more!

Skills required to work within this industry

- Effective communication skills
- Enthusiasm and commitment
- Ability to work well under pressure
- Strong team work skills
- Excellent customer service skills
- Understand health and safety requirements
- Great people skills

Some of the employers we work with...



“

I chose to do an Apprenticeship because I wanted to be able to get hands on experience in a working environment. I would recommend an Apprenticeship for anyone who is looking to gain practical skills and knowledge. I receive so much amazing support from both my employer and Trainer Assessor and I hope to progress on to the Level 3 Apprenticeship after completing my Level 2.

Chloe Culkin

Nursery Practitioner Apprentice at Little Blossoms of Barrowford

”

Engineering

Available from Levels 2 to 5*

Did you know...?

An additional 50,000 Mechanical Engineers will be needed by 2020

Engineering Apprenticeships in...

Electrical and Electronic Engineering

This Apprenticeship will develop the skills, knowledge and competence Apprentices will need to carry out the duties of an Electrical/Electronic Technician in the workplace. Learning the principles and practices needed to work in this area will require Apprentices to take part in formal lessons, tutorials, practical work and assessments.

This Apprenticeship would be suitable for anyone who is looking to work as an Electrical and Electronic Engineer, Engineering Maintenance Technician, Engineering Operative or Marine Engineer

Manufacturing Engineering

The Manufacturing Engineering Apprenticeship focuses on teaching the advanced manufacturing techniques and project management skills required to launch products on time, on cost and to the right quality.

During this Apprenticeship, Apprentices will develop a solid grasp of the core engineering skills required for the role.

Mechanical Engineering

The Mechanical Engineering Apprenticeship offers a combination of qualifications that will equip Apprentices with the skills and knowledge needed to work as an Engineer in a variety of industry sectors.

Apprentices will be working in a manufacturing environment where their duties could encompass many areas of Engineering such as milling, grinding, marking out, working from designs and selecting and using secondary machining techniques to remove material.

Maintenance Engineering

This Apprenticeship is for those Apprentices who are looking to start a career within a maintenance role. Maintenance engineering plays a vital role in the efficiency and development of manufacturing and processing industries. With advances in technology constantly emerging, the demand for engineering skills is at a high.

Fabrication and Welding

Welding jobs could see Apprentices working with a whole variety of metals in many different conditions and environments.

Throughout this Apprenticeship, Apprentices will develop skills and knowledge while working within the fast-paced world of Engineering.

Upon successful completion of this Apprenticeship, Apprentices could go into careers as a Sheet Metal Worker, Plater/Fabricator or Welder.



Careers within Engineering

- Process Operator
- CNC Machinist
- Tool Maker
- Production Inspector
- Aero Engine Fitter/Tester
- Aircraft Systems Fitter

Plus many more!

Skills required to work within this industry

- Excellent communication skills
- Good problem solving skills
- Creative approach
- Excellent technical knowledge
- Team working skills
- The ability to manage projects
- High level of IT ability
- Work well under pressure
- Able to meet deadlines

Some of the employers we work with...



Through my Apprenticeship, my confidence has improved, my computer skills are better and my English is now good. My problem-solving, report writing and analytical skills have developed, and I have a better understanding of customer service and relationship management.

Michal Halamicek
Engineering Apprentice at acdc lighting



Hair and Beauty

Did you know...?

There are over 13,000 beauty salons in the UK

Available from Levels 2 to 3*

Hair and Beauty Apprenticeships in...

Hairdressing

An Apprenticeship in Hairdressing will give Apprentices valuable experience of a variety of hairdressing related activities including: consultation services, styling and dressing hair, colouring and cutting, alongside washing hair.



Barbering

An Apprenticeship in Barbering will give Apprentices valuable experience of a variety of barbering related activities including: consultation services, shampooing, conditioning and treating hair, cutting, styling and finishing men's hair, cutting facial hair and shaving services.



Beauty Therapy

A Beauty Therapy Apprenticeship is about improving people's wellbeing by making them look and feel better. Beauty therapy covers a range of treatments, from facials to waxing to advanced treatments such as micropigmentation. Apprentices will work closely with clients and will need the ability to put them at ease, and generally be pleasant and personable.

As a Beauty Therapy Apprentice, you will assist senior therapists as required and provide short, express treatment to clients. Apprentices will learn a range of skills and techniques, including facials, make-up, waxing, spray tanning, brow and lash treatments, manicures and pedicures.



Careers within Hair and Beauty

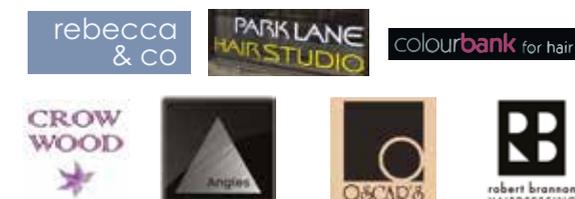
- Hairdresser
- Beauty Consultant
- Salon Manager
- Beauty Therapist
- Barber
- Colour Technician
- Make-up Artist
- Masseuse
- Therapist
- Stylist
- Senior Barber

Plus many more!

Skills required to work within this industry

- Excellent interpersonal skills
- Good listening skills
- Creativity and artistic sense
- An eye for colour and form
- A caring, positive attitude

Some of the employers we work with...



KELLIE HUGHES

LIMELIGHT



“

My Apprenticeship has given me the confidence and feeling that nothing is impossible. My manager has supported me throughout my Apprenticeship and I hope to learn more advanced techniques as I continue on my Apprenticeship journey.

Neelam Naveed
Beauty Apprentice at Oscars Beauty

”

Health and Social Care

Did you know...?

The NHS employs over **1.5 million** people

Available from Levels 2 to 3*

Health and Social Care Apprenticeships in...

Health and Social Care

A Health and Social Care Apprenticeship is a great way to begin or build on a rewarding career. Health and Social Care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

Apprentices will have on the job training, as well as time within college.

There are many career and training options in health and social care and what Apprentices will learn will depend on their role.

Over time Apprentices will learn skills like:

- Your duty of care
- Dementia awareness
- Person-centred care
- Improving your performance at work
- Care
- Compassion
- Communication
- Competence



Careers within Health and Social Care

- Healthcare Support Worker
- Care Officer
- Social Services Officer
- Outreach Development Officer
- Night Care Assistant
- Supervising Care Worker
- Homecare Support Worker
- Family Support Worker
- Personal Assistant

Plus many more!

Skills required to work within this industry

- Effective communication skills
- Empathetic and compassionate
- Ability to work well under pressure
- Understand health and safety requirements
- Strong team player

Some of the employers we work with...



“

My Apprenticeship has allowed me to take the next step towards my dream career. Without the support of my employer and my Trainer Assessor I wouldn't have been able to achieve what I have to date.

Kate Walsh

Former Health and Social Care Apprentice at Cross Roads Care

”

*Levels vary depending on the Apprenticeship framework/standard

Motor Vehicle Maintenance and Repair

Did you know...?

Salaries range from around £6K per year as an Apprentice to over £100K per year as a Dealer Principal.

Available from Levels 2 to 5*

Motor Vehicle Maintenance and Repair Apprenticeships in...

Automotive Vehicle Electrics

Our Automotive Apprenticeships provide Apprentices with knowledge and skills in specialist areas of expertise while gaining knowledge of the wider automotive profession. Areas include vehicle maintenance and repair, roadside recovery to vehicle body and paint.

Light Vehicle Maintenance and Repair

This Apprenticeship is ideal for those looking to become capable of servicing and repairing light vehicles such as cars and vans. It is suitable for those working in either a dealership for a manufacturer or for an independent garage that deals with many different makes of vehicles.

This Apprenticeship has been designed to give Apprentices all the technical skills and knowledge they need to work on all the systems found within a huge range of cars and vans, ranging from replacing simple parts to complex fault diagnostics.

Careers within Motor Vehicle Maintenance and Repair

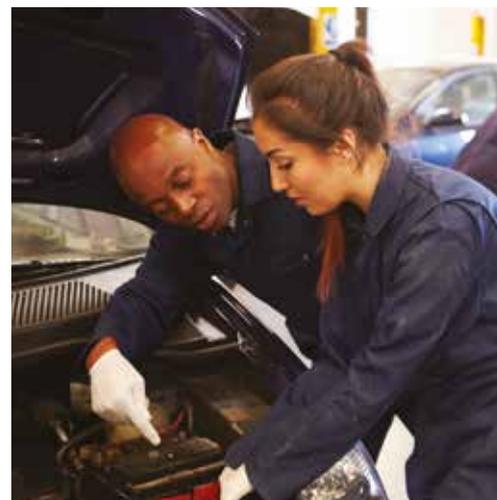
- Auto Electrician
- Motorsport Technician
- Service Manager
- MOT Tester
- Master Technician
- Light Vehicle Technician
- Workshop Controller
- Diagnostics Technician
- CNC Operator
- Powertrain Engineer
- Design Engineer
- Technical Support Engineer

Plus many more!

Skills required to work within this industry

- Excellent communication skills
- Good problem-solving skills
- A creative approach for new ideas
- Excellent technical knowledge
- Good teamworking skills
- The ability to manage projects
- High level of IT ability
- Good commercial awareness
- The ability to adapt to work under pressure and to deadlines

Some of the employers we work with...



Retail, Sales and Customer Service

Did you know...?

There were 2.9 million people employed in UK retail in 2017

Available from Levels 2 to 3*

Retail, Sales and Customer Service Apprenticeships in...

Retail

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

As an Apprentice, your role will be dependent on your employer. You could be assisting customers on the sales floor of a high street store or handling their purchases. Alternatively, you could be working in a specialist department and become a product expert, able to help with specific queries.

Contact Centre Operations

Contact centres provide a way for people to get in touch with businesses and organisations. The contact centres industry is one of the fastest growing in the UK and Contact Centre Apprentices could work for a number of businesses across a range of sectors.

On this Apprenticeship, Apprentices could work in areas like sales, information retrieval or account management, or for public service advisors, e.g. for the NHS or local government. No matter where you end up, the same sets of skills will apply.

Sales and Customer Service

As a Sales and Customer Service Apprentice it will be your job to make sure that customers have the best possible experience. That may involve taking phone calls or helping customers face-to-face. As customer service is such a broad and highly sought skill, this Apprenticeship could take Apprentices to all sorts of industries, including retail, financial services, hospitality or sport and leisure.



Careers within Retail, Sales and Customer Service

- Sales Consultant
- Visual Merchandiser
- Supervisor / Team Leader
- Sales Manager
- Contact Centre Manager
- Product Specialist
- Department Manager
- Support Analyst
- Telesales Professional
- Store Manager
- Retail Assistant
- Sales Executive

Plus many more!

Skills required to work within this industry

- Excellent communication skills
- Ability to lead and motivate a team
- A strong commitment to customer service
- The ability to work under pressure
- Confidence, drive and enthusiasm
- A positive attitude

Some of the employers we work with...



The support I've received from my Trainer Assessor has been fantastic. She is always encouraging me to achieve my best and my managers are always on hand to assist me on a daily basis.

Ben Parker
IT User Skills Apprentice at Nelson and Colne College



Sport and Leisure

Did you know...?

Experienced Leisure Centre Managers can earn up to **£35,000** a year

Available from Levels 2 to 3*

Sport and Leisure Apprenticeships in...

Sport and Leisure

The sport and fitness industry is one of the fastest growing sectors in the UK. It covers all aspects of sport and recreation, from professional sport to exercise instruction, including work in leisure centres, gyms, swimming pools, stadiums, and private sports clubs, as well as a range of outdoor activities.

Careers within Sport and Leisure

- Leisure Operative
- Maintenance Operative
- Leisure Receptionist
- Recreation/Leisure Assistant
- Personal Trainer
- Fitness Centre Managers
- Gym Operators

Plus many more!

Skills required to work within this industry

- Physical fitness
- Excellent organisational skills
- Good negotiating skills
- Team working skills
- Excellent communication skills
- Discipline
- Good leadership skills
- Ability to take instructions well

Some of the employers we work with...



“

I've absolutely loved it! The college has been so helpful in every way. I would without a doubt recommend Apprenticeships to anyone. I have gained so much experience while learning at the same time!

Georgie Holt
Exercise and Fitness Apprentice at Oakhill Leisure

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Facts About Apprenticeships

Did you know...?

- 1 **Apprenticeship participation** stands at **311,170** Apprenticeship starts in the 2018 to 2019 academic year
- 2 Nearly all Apprentices feel that they **acquire or improve their skills** as a direct result of their Apprenticeship
- 3 **Over 90%** of Apprentices currently **stay in employment** or continue with training after their Apprenticeship
- 4 **89%** of Apprentices stay with the **same employer**
- 5 **92%** of Apprentices in work felt that their Apprenticeship had a **positive impact** on their career
- 6 Higher Apprentices could **earn £150,000 more on average** over their lifetime compared to those with Level 3 vocational qualifications
- 7 **There has never been a better time** to employ an Apprentice or start an Apprenticeship!

Dos and Don'ts of an Apprenticeship Application

DO



Tailor your CV to the role you're applying for



Support your statements with examples



Get someone to **proof read your application** before pressing the submit button!



Dress smartly if you're invited to attend an interview



Prepare and practice. Think of good examples you can use when asked a question about your personal qualities, experience and knowledge

DONT



Overcomplicate things, use clear and precise language



Make things up as employers will ask about you and your experience



Write too much in your application - keep it clear and concise



Make simple mistakes. Always get someone to check your spelling



Be late for interviews or miss deadlines. It doesn't give a good first impression to the employer and won't stand you in good stead when it comes to the final cut!

How to Create The Perfect CV



Example of what a CV should look like

Address
Mobile
Email

Introduction
This is where you introduce yourself and mention why you are applying for the vacancy. Keep it short, and state your key skills, particularly those that are relevant to the role you are applying for.

Work Experience
Start with your most recent work experience. List what your job title was, how long you were in post, what the role involved and anything you specifically achieved. If this is the first vacancy you are applying for, you can list school work placements and volunteering.

Customer Service Assistant – Company Name
Date from – Date to
Text – include the role and responsibilities you had/have within this section

Education
List your GCSE and any additional qualifications that you have received. If you only have predicted grades, use those but make it clear they are only predicted and when you expect to receive your final results.

A Levels – Nelson and Colne College
Biology A, Maths B, Chemistry B

Hobbies
Include anything you enjoy doing in your spare time within this section. It will give the employer a flavour of your personality and character.

How to write a cover letter

Your cover letter is an opportunity to expand some of the key areas you have briefly mentioned in your CV.

An effective cover letter should:

- Illustrate your key skills using examples
- Relate your skills to the job
- Explain why you have applied for the role



TOP TIP

A clear and concise cover letter should be able to achieve these three main points in a maximum of 300 words.

Apprenticeships

Interview Preparation



Interview

An interview is usually the final stage of the application process and is your final chance to impress your potential employer. Here are a few tips that you might find useful...

Before the interview

Understand the format of the interview and what it entails. Sometimes employers ask candidates to complete a task, so getting as much information beforehand will help you to prepare.

Research the company thoroughly, make sure you understand what the company is about and their mission and values. Think about how you might answer standard interview questions such as:

- ✓ Why are you interested in the Apprenticeship?
- ✓ What are your strengths and weaknesses?
- ✓ Where do you see yourself in a year?
- ✓ What experience do you have that you could apply to this role?
- ✓ What qualities do you think are important to successfully fulfilling this role?

Look back at the job description. This will help you to think of the kind of questions that the employer may ask and it will also remind you of what they are looking for.

Make sure you know where you're going and how long it takes to get there. Planning ahead is key - don't be late!

On the day of the interview

Make sure you give yourself plenty of time, it's better to be early than turn up late. Arriving around 10–15 minutes early is always a good idea to make the right first impression.

Dress smartly – formal attire should always be worn to an interview, unless otherwise stated – so make sure you shine those shoes!

Be truthful and don't rush your answers. Remember you're prepared and you have examples ready to answer their questions.

Ask questions. An interview is an opportunity for you to find out more about the role and the company you could potentially be working for

Stay positive and enthusiastic throughout the interview - smile!

Don't forget, if you don't secure an Apprenticeship straight away you can always enrol onto a full-time course. Speak to a member of the Apprenticeship Team to discuss your options. Call 01282 440 319 or email apprenticeships@nelson.ac.uk

Your future, your way.

If you would like to speak to a member of the Apprenticeship team about your application or preparing for your interview...

Contact us today!

☎ 01282 440 319

✉ apprenticeships@nelson.ac.uk

🐦 @NCCGaprentice

🌐 www.nelson.ac.uk

🌐 www.accross.ac.uk



Your future, your way.

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Part of the

