

# What To Do Now

## Contact Information

To find out more about our apprenticeships please visit us at: [www.adultlearningbc.ac.uk](http://www.adultlearningbc.ac.uk)

You can also email us at: [inbusiness@buckinghamshire.gov.uk](mailto:inbusiness@buckinghamshire.gov.uk)

Or phone us on: 01296 383470

## Social Media

We also have a Facebook page: [www.facebook.com/apprenticeshipsbucks](http://www.facebook.com/apprenticeshipsbucks)

We post success stories, vacancies and other information relating to our apprenticeship programmes on to our Facebook page.

And we also have a Twitter account: <https://twitter.com/BucksAdLearning>

And an Instagram Page: [www.instagram.com/buckinghamshireadultlearning/](http://www.instagram.com/buckinghamshireadultlearning/)

## Vacancies

All of our vacancies (and other apprenticeship vacancies) are posted here:

[www.findapprenticeship.service.gov.uk](http://www.findapprenticeship.service.gov.uk)

Buckinghamshire Council also have a jobs page that includes all apprenticeships here:

[jobs.buckinghamshire.gov.uk](http://jobs.buckinghamshire.gov.uk)

**Aspire, Believe, Achieve!**



## BUCKINGHAMSHIRE ADULT LEARNING



# LEARN MORE EARN MORE

Search Buckinghamshire  
Adult Learning Apprenticeships  
or phone **01296 383470**



Education & Skills  
Funding Agency



Funded by

# BECOME AN APPRENTICE AND EARN WHILE YOU LEARN

At Buckinghamshire Adult Learning we provide inclusive learning opportunities to promote wellbeing and inspire people living or working in Buckinghamshire to achieve their potential.

Buckinghamshire Adult Learning is based in Aylesbury and has been established for over 30 years. We provide apprenticeship training throughout Buckinghamshire and neighbouring counties. We are an Ofsted grade 2 training provider and are experienced in delivering training to small, medium and large employers.

We will help you:

- \* To achieve your potential
- \* Apply for vacancies if you are seeking an apprenticeship
- \* To start an apprenticeship with the support of your manager if you are already employed
- \* By providing constructive feedback through your apprenticeship

Apprenticeship Standards comprise a number of different elements. Many of the apprenticeships that we offer include an end-point assessment which is assessed in the workplace. If an apprentice does not have current A\*-C /9-4 (or equivalent) grades for GCSEs, they will need to attend taught Functional Skills sessions.

## Hannah Robins Winslow CofE School



Hannah completed a Level 3 apprenticeship in Supporting Teaching and Learning at Winslow Church of England School. She continued with her apprenticeship despite her daughter was undergoing serious medical treatment and coping with the Covid pandemic.

Hannah's assessor said of her, "Hannah stands out to me as a learner as she is so resilient and hard working. She has had a very difficult time with her daughter's ill health but Hannah was insistent that she did not want to pause her apprenticeship and she managed to do teaching sessions in between hospital visits and her daughter being in ICU for weeks at a time. She even managed to complete a month early. Hannah is a hero and despite having so much going on at home she persevered and her work was continually at a high standard."

Hannah was awarded Buckinghamshire Adult Learning's Apprentice of the Year Award in 2020.



# Health & Social Care

## Adult Care Worker (Level 2)

Adult Care Workers are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives.

**Job titles might include:** Care Assistant, Care Worker, Support Worker, Personal Assistant, Relief Team Worker, Support Worker - Supported Living, Key Worker in Residential Settings, Key Worker in Domiciliary Services, Key Worker in Day Services, Home Care Support Worker, Substance Misuse Worker, Learning Disability Support Worker, Mental Health Support Worker, Mental Health Outreach Worker and Re-enablement Worker.

Duration of this apprenticeship is usually around 14 months, depending on previous qualifications/knowledge and experience.

At the end of the programme you will be tested through a multiple choice test and a professional discussion. On this apprenticeship you will be taught and demonstrate topics such as: the right values and behaviours, importance of communication, safeguarding, promoting health and wellbeing, and working professionally.

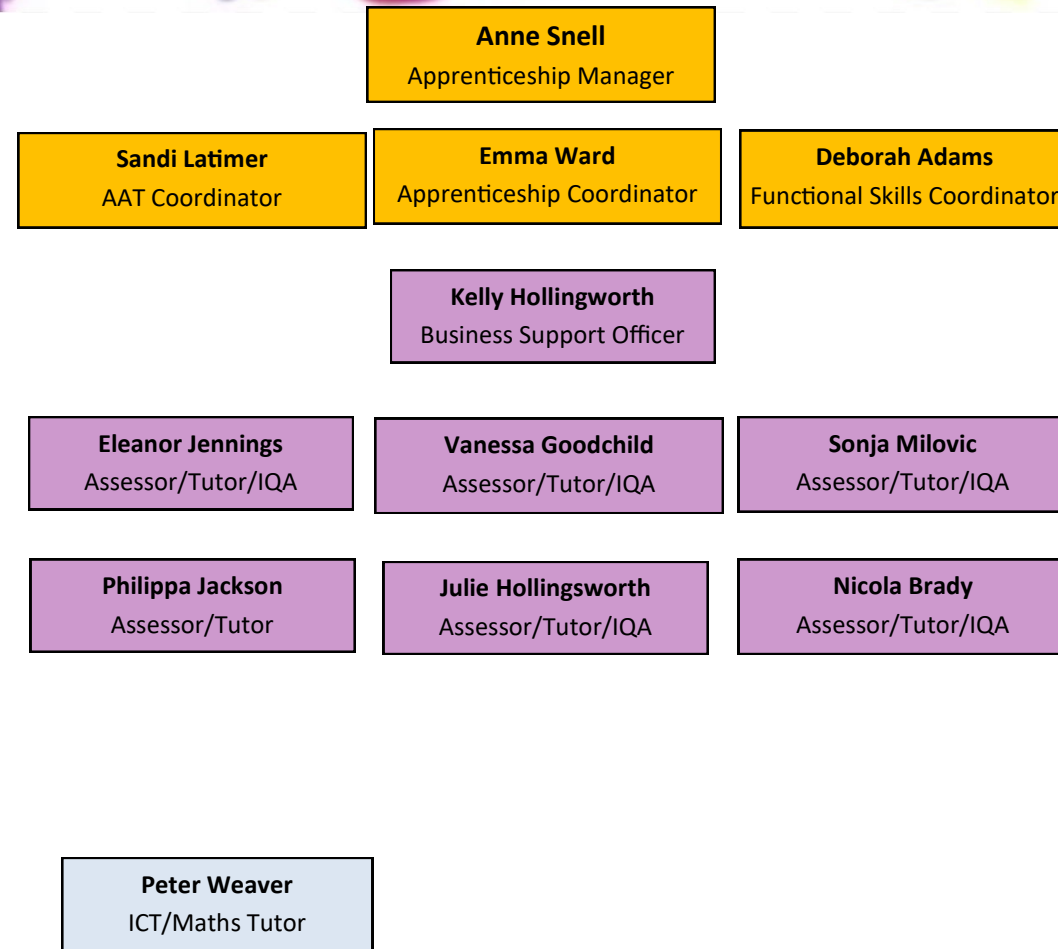
## Lead Adult Care Worker (Level 3)

Lead Adult Care Workers are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives. In addition, Lead Adult Care Workers have responsibility for providing supervision, frontline leadership, guidance and direction for others, or working autonomously, exercising judgement and accountability.

Typical job titles include Care Officer, Care Supervisor, Senior Care Worker, Supervising Care Worker, Senior Support Worker, Relief Team Leader, Social Work Assistant, Social Services Officer, Outreach Development Worker, Community Support Worker, Community Outreach Worker, Community Development Worker, Family Support Worker or Personal Assistant. These could all specialise in a variety of areas such as learning disability, mental health, drug and alcohol misuse, homecare, dementia and end-of-life care.

Duration of this apprenticeship is usually around 18 months, depending on previous qualifications/knowledge and experience. At the end of the programme you will be tested through a multiple choice test and a professional discussion. The topics are similar to the Adult Care Worker qualification however they will be in a greater depth in this qualification.

# Our Team



# What do we offer?

These are the current apprenticeships we have on offer, you will find more information on the following pages:

## Business, Administration, Management and Finance

Business Administrator (Level 3)  
Customer Service Practitioner (Level 2)  
Customer Service Specialist (Level 3)  
  
Associate Project Manager (Level 4)  
Team Leader/Supervisor (Level 3)  
Operational/Departmental Manager (Level 5)  
  
Assistant Accountant (Level 3)  
Professional Accounting Taxation Technician (Level 4)

## School and Nursery Apprenticeships

Teaching Assistant Level 3  
  
Early Years Educator (Level 2)  
Early Years Educator (Level 3)

## Health and Social Care

Adult Care Worker (Level 2)  
Lead Adult Care Worker (Level 3)  
Health & Social Care Level 5

# Karen Lee Buckinghamshire Council



Karen completed a Level 3 Management apprenticeship based at Buckinghamshire Council.

Karen said of her qualification, "The highlight was the support from my Assessor, and being able to link into my everyday work which enabled me to get more out of my NVQ.

I also feel more confident in my role and it has benefited my day to day work. I would recommend the course. My plans are to grow on what I have learnt and implement it."

Her employer said, "This came at the right time for Karen, moving into a senior manager role within the service. Karen now looks to resolve issues or deliver outcomes in a more in depth and encompassing manner, thinking more widely about service and council impact and issues."

# Childcare

## Early Years Educator (Level 2)

At this level, apprentices tend to work in settings or services whose main purpose is children's care, learning and development. Workers in this area make sure children are looked after, kept active, happy and nourished. They also help children develop social and practical skills.

This apprenticeship gives you a fulfilling opportunity to work with children and young people while also gaining an understanding into the how's and why's of their development.

**Job roles could include:** Early Years Worker/Assistant, Care Worker/Assistant, Assistant Youth Support and Community Worker.

The duration of this qualification is usually around 14 months dependent on previous qualifications/knowledge and experience.

This is assessed over the duration of the apprenticeship through a portfolio of evidence. Some of the topics covered include: communication, personal development, equality and inclusion, child and young person development, and safeguarding.

## Early Years Educator (Level 3)

This qualification provides the skills and experience to develop your career in childcare in a wide range of settings. The Advanced Apprenticeship prepares learners to become Early Years Educators, enabling them to work with children from birth to five years and gain knowledge of children aged five to seven years. Areas covered include understanding: Children's Early Years Education and Development, Implementing Early Years Foundation Stage and Plan and Provide Effective Teaching and Learning in Early Years Settings.

**Job roles could include:** Nursery Worker/Supervisor, Nursery Nurse, Nursery Teaching Assistant.

The duration of this qualification is usually around 18 months, dependent on previous qualifications/knowledge and experience. This is assessed over the duration of the apprenticeship through a portfolio of evidence.

# Level Ladder

**There are 3 main levels in Apprenticeships:**

## Intermediate Apprenticeships

This is a Level 2, it is equivalent to five good GCSE grades (A\*-C/9-4)

## Advanced Apprenticeships

This is a Level 3, it is equivalent to two A Levels

## Higher Apprenticeships

This could be a Level 4, 5, 6 or 7.

Level 4 is equivalent to a Higher Education Certificate/Diploma

Level 5 is equivalent to a Foundation Degree

Level 6 is equivalent to a Bachelor's Degree

Level 7 is equivalent to a Master's Degree

**You can progress through these or jump in at whichever level is suitable for your prior qualifications and experience**

# Business Administration

## Business Administrator (Level 3)

This apprenticeship is at a Level 3, the duration will be around 18 months, depending on previous qualifications/knowledge and experience. The way this qualification will be assessed is at the end of the course through three assessments; a multiple choice exam, an interview based from a portfolio of evidence collected throughout the qualification and a project presentation.

Some of the topics covered during this qualification are: communication, professional development, showing initiative, managing priorities, problem solving, and decision making.

# Mike Hobbs Booker Park School



Mike completed a Level 3 Supporting Teaching and Learning apprenticeship based at Booker Park School.

Mike said of his apprenticeship, “The learning and knowledge which I have accumulated while completing this course has definitely allowed me to approach my job role with a new and enthused attitude. I have always worked within a school setting and around children with SEND but the new knowledge has provided me with the opportunity to embrace my disability and rather than hide it, use it as an example to both the children I work with and my colleagues- no matter what difficulties you face in life- give it a go embrace the challenge and live life to the fullest!”

Mike’s employer said, “Mike has been very dedicated to completing this course and has been a real role model to others. He has worked very hard and it has been a pleasure to see him doing well with his coursework and in the classroom.”



# Teaching Assistant

# Humah Jamil Buckinghamshire Council

## Teaching Assistant Advanced (Level 3):

This apprenticeship has been designed to support the improvement of teaching and learning in schools. Objectives include attracting more applications into Supporting Teaching and Learning in schools, providing a standardised programme of learning and development, including transferable skills which apply across the schools' workforce and that of the children's workforce in the wider context. The apprenticeship develops problem solving, communication, literacy and numeracy and team working skills which are vital to the sector.

The Advanced Level Apprenticeship is designed for learning support staff with a working role that requires them to have competence in a specialist area and/or across a varied range of responsibilities. They will be working under the direction of a teacher who has overall responsibility for teaching and learning in the classroom.

The duration of this apprenticeship is around 18 months, depending on previous qualifications/knowledge and experience. It will be assessed over the duration of the apprenticeship through a portfolio of evidence.

Some of the topics covered will be: supporting learning activities, promoting positive behaviour, supporting assessment.



Humah completed a Level 3 Business Administration apprenticeship based at Buckinghamshire Council.

Humah said of her Level 3 apprenticeship, "I decided to study for an apprenticeship as an alternative route to get to university. It has allowed me to gain on the job training and get paid. After my apprenticeship, I plan to go to university to study law."

Her assessor said, "Humah never fails to impress with abundance of fantastic ideas and creative thinking, accompanied with smile and passion to 'have a go'. Having joined 'Corporate Business Improvement Team' in her second year with Buckinghamshire Council, Humah had to learn fast about many aspects of business, and she did so with great pride, commitment and success. What sets Humah apart from others are her networking, presentation and especially leadership skills, as she willingly organises and provides ongoing support and mentoring for some of fellow apprentices and other colleagues, combined with commitment to own development. With already strong skills in many areas and growth mind-set that has no boundaries to learning, Humah is currently leading an important project on improving Safeguarding website for Buckinghamshire Council, with the aim to support multi agencies in this field. Humah's performance is impressive, and it is exciting to witness her continuous progress that deserves recognition and praise."

# Customer Service

## Customer Service Practitioner (Level 2)

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be 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. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

The duration of this apprenticeship is 14 months depending on previous qualifications/ knowledge and experience.

At the end of the programme you will be tested through a portfolio of evidence collected over the course of the apprenticeship, an observation and a discussion. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

## Customer Service Specialist (Level 3)

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

The duration of this apprenticeship is 18 months depending on previous qualifications/ knowledge and experience. At the end of the programme you will be tested through a work based project, an observation and a discussion.

# Katie Brazier Aylesbury Vale District Council



Katie completed her AAT Level 2 apprenticeship based at Aylesbury Vale District Council, she had previously also completed a Business Administration Level 2 apprenticeship with us, and she has now gone on to the Assistant Accountant (Level 3) apprenticeship.

Katie said, "I continuously learned new things at my work and in my qualification that improved my understanding in accounts and I hope to develop this knowledge in my new role."

Katie's manager said, "Katie progresses well in her working environment and her studies, she has excelled within her work and succeeded in securing a permanent position in strategic finance."



# Accountancy

## Assistant Accountant (Level 3)

An Assistant Accountant provides support to internal and external customers and will work predominately, either as an assistant accountant within practice or alternatively within the finance function of an organisation. Part of their role will involve assisting in the day to day financial activities such as data entry to month end management accounts and/or year-end financial statements. In addition the Assistant Accountant may find themselves involved in regulatory financial requirements such as the completion of VAT returns or assisting in the preparation of tax computations.

The duration of this apprenticeship is 15 months depending on previous qualifications/knowledge and experience.

At the end of the programme you will be tested through a test and a portfolio of evidence collected over the course of the apprenticeship and a reflective discussion.

Some of the topics covered will be: business awareness, ethical standards, financial accounting and reporting, management accounting, problem solving.

## Professional Accounting Taxation Technician (Level 4)

Individuals in the role of a Professional Accounting/Tax Technician will have responsibility for creating, and/or verifying and reviewing, accurate and timely financial information within the organisation in which they are employed or on behalf of another organisation. This will be performed in order to meet relevant ethical, professional and legal standards, and will utilise the individual's knowledge of the business systems and processes, as well as standard accounting and tax practices. This role may exist in an accounting practice, a professional services company, HMRC or the accounting function of a business or other organisation.

**Examples of roles as a Professional Accounting/Tax Technician include, but are not limited to:** Assistant Auditor, Assistant Management Accountant, Assistant Financial Accountant, Accounts Payable and Expenses Supervisor, Commercial Analyst, Payroll Manager, Senior Bookkeeper, Senior Financial Officer, Tax Investigations Officer, Personal Tax Assistant and Business Tax Assistant.

The duration of this apprenticeship is 18 months depending on previous qualifications/knowledge and experience. At the end of the programme you will be tested through a portfolio of evidence collected over the course of the apprenticeship and a role simulation.

# Matthew Day Buckinghamshire Council



Matthew is studying for a Level 3 Business Administration apprenticeship with Buckinghamshire Council.

He said that, "It's great being an apprentice as you get to learn and earn money at the same time. I have the responsibility to do my job and the opportunity to gain qualifications that will help me in the future. I'm regarded as an integral part of the team that I work with.

Being an apprentice has given me the confidence to handle phone calls and work under pressure, which before starting my apprenticeship had concerned me. My line manager and assessor have been very supportive and have helped me to succeed."

# Management

## Team Leader/Supervisor (Level 3)

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

**Roles/Occupations may include:** Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

The duration of this apprenticeship is 18 months depending on previous qualifications/knowledge and experience. At the end of the programme you will be tested through a test, an interview, a discussion and a portfolio of evidence.

## Operational/Departmental Manager (Level 5)

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

**Roles may include:** Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

The duration of this apprenticeship is 24 months depending on previous qualifications/knowledge and experience. At the end of the programme you will be tested through a test, an interview, a discussion, a presentation based off a work based project and a portfolio of evidence.

# Project Management Buckinghamshire Council



Four Buckinghamshire County Council apprentices achieved distinctions for their Project Management apprenticeship at Level 4 in 2020. Jamie Spencer, Christopher Anousis, Jemma Denmark and Amy Jenner studied for their Level 4 Associate Project Manager apprenticeship with Buckinghamshire Council since March 2018. As part of the course they also achieved the APM Project Management Qualification which is also a nationally recognised accredited qualification, developed by APM, the chartered body for the project profession. It offers a progressive structure for your career development, incorporating a mix of tools, techniques, processes and skills.

Jamie is a Corporate Business Improvement Officer who already holds a degree in English, but he found that studying for his apprenticeship alongside working, allowed him to apply the techniques he learnt to his job role.

Jamie said this of his achievement, "I'm very proud to be the first person at Buckinghamshire Council to achieve a distinction on this Project Management Apprenticeship, hopefully the first of many at Buckinghamshire County Council! It's been an enjoyable experience and I hope this will be a beneficial qualification for my future career prospects."

# Jade Wicks

## Buckinghamshire Council

### Leader in Adult Care standard (level 5)

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level. They may be responsible for business development, financial control, organisational resilience and continuity as well as for managing risk and leading on organisational change. Job titles will include registered, assistant, deputy, unit or service manager

### Progression

Learners could progress to a variety of management roles in adult care or to further or higher education.

### Learners could progress to the following job roles and responsibilities:

- Manager
- Deputy Manager
- Assistant Manager
- Care Broker
- Case Manager

### Entry Requirement

There are no formal entry requirements for this qualification, but learners will need to be at least 19 years of age. It is also recommended that they hold a Level 3 or above qualification in a related area. Be able to demonstrate at least Level 1 competency in maths and English if GCSE Grade A\*-C has not been achieved.

This course is typically two years in length.



Jade completed her Level 5 Management qualification and secured a permanent Project Management position at Buckinghamshire County Council.

She said, "I have thoroughly enjoyed this course and has learnt so much about leadership and management."

Her line manager said of her, "Jade has always been highly motivated and working for this qualification seemed to give her even more energy and enthusiasm for her role. She came to work full of new ideas, many of which we incorporated into the team's performance management objectives. Completing this Apprenticeship has enabled Jade to obtain a promotion within the Council and I know her career will go from strength to strength."



# Associate Project Manager

## Associate Project Manager (Level 4)

Projects can be defined and delivered within different contexts, across diverse industry sectors. They can be large or small. Every project needs to be managed to ensure its success. An associate project manager knows what needs to be achieved, how it will be achieved, how long it will take and how much it will cost, and works with the project team to achieve the required outcomes. Associate project managers need good planning, organisation, leadership, management and communication skills. An associate project manager utilises resources with suitable skills, qualifications, experience and knowledge to work together in a motivated and integrated team, with clearly defined reporting lines, roles, responsibilities and authorities.

**Dependent upon the size of the organisations and the complexity of projects, associate project managers' job titles will vary, but typically they can include:** assistant project manager, junior project manager, project team leader. Some organisations use 'project manager' as a generic job title.

The duration of this apprenticeship is 18 months depending on previous qualifications/ knowledge and experience. At the end of the programme you will be tested through a presentation and a discussion both supported by a portfolio of evidence.

You will also have to achieve an APM Project Management Qualification prior to being put forward for the End Point Assessment.

**Some of the topics covered during the apprenticeship are:** Project governance, project stakeholder management, project communication, consolidated planning, budgeting, business case and benefits management, project scope & schedule, contract management.

# Daniela Dilibero Impact Signs



Daniela completed her Level 3 qualification in Management at Impact Signs.

She said of the apprenticeship, "I really liked learning how I can implement techniques and skills into my daily job and dealing with issues that might arise with the team. I feel more confident in dealing with team members in a management capacity. I would highly recommend this course as it has given me a great starting point for a management role - in fact I have had a promotion on the back of this!"

Her employer said, "The qualification has definitely helped Daniela with her day to day challenges, and also equipped her with skills, and proven techniques that she finds comfortable in using. It has helped to remove doubt about what the best way to tackle a particular issue would be, which has led to greater confidence. I would not hesitate to recommend investing in this, or similar programmes, and would certainly take on another apprentice, based on this success story."