



SHAPING FUTURES

APPRENTICESHIP PROSPECTUS



APPRENTICESHIP PROSPECTUS

WELCOME

OUR CENTRES OF EXCELLENCE



Rated by Ofsted as 'Outstanding', In-Comm is now one of the UK's leading providers of training and business services, working across more than 10 sectors and with over 250 different companies.

It has developed a simple, but effective approach to bridging the country's skills gap.

This focuses on building strong relationships with employers to ensure they get access to programmes that will deliver them the right type of learner, the right upskilling opportunities and the specialist assistance they need to improve quality or business systems.

Our three training Academies in Aldridge, Shrewsbury and the soon to be launched Marches Centre of Manufacturing & Technology (MCMT) have received £4m of investment to create three cutting-edge facilities and we have a proven track record of attracting some of the most experienced and skilled trainers in industry.

Whether you are upskilling, developing your workforce of the future or looking for a partner to manage all of your training requirements, we can help. Don't take our word for it, even Ofsted think we are outstanding.





THE TRAINING PROVISION

In-Comm trains more than 450 apprentices every year at its academies in Aldridge and Shrewsbury, providing vocational training opportunities that match the specific needs of the employer.

We currently offer 40 different apprenticeships in Advanced Engineering/Manufacturing, Leadership & Management, Business Support and Logistics. These are delivered by trainers with more than 300 years' collective industrial experience in equipping our young people with the skills and competency they require to be successful and have a positive impact with their employer.

Following the launch of the Apprenticeship Levy in April, we have also been announced as one of the

approved training providers on the Government's register and will be working closely with employers to shape some of the trailblazer pathways and to offer them a total managed service offer. We have a proven track record of working with young people to identify their potential and match them with the right employers and apprenticeships that will lead to lifelong professionals.

Our recent Ofsted 'Outstanding' rating underlines the effective approach we take, whilst the In-Comm 'Alumni' features a number of individuals who started their learning with us and now hold senior positions/own companies that are making a difference to the UK economy through innovation and competencies.

EMPLOYER-LED

The importance of skills and 'bridging the gap' are now seen as two of the most business critical issues facing companies today.

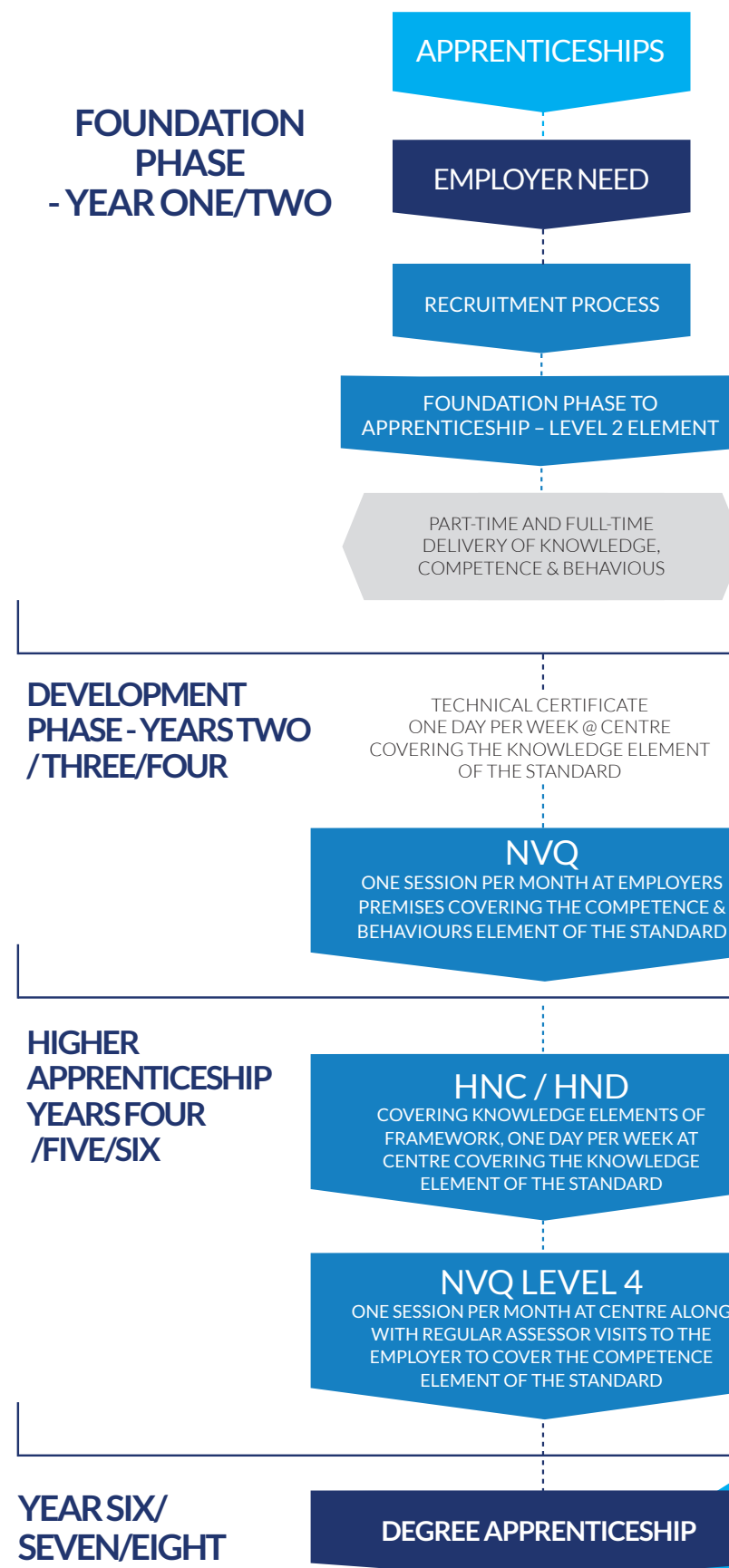
We have recognised this issue and, rather than tackling it in isolation, have decided to offer employers the opportunity to shape the training and provision available to them.

This has resulted in the development of a suite of upskilling courses and a comprehensive consultancy programme, including specialist support with:

- Continuous Improvement
- Six Sigma
- Leadership and Management
- Health and Safety
- Securing Quality Accreditations, such as ISO9001, ISO14001, ISO18001, TS1694, AS9100, CE Marking and NADCAP
- Sales and Marketing



THE PROCESS FLOW



OUR CENTRES OF EXCELLENCE

In-Comm operates three state-of-the-art training centres in the West Midlands, covering more than 65,000 sq ft of space and able to accommodate over 1000 learners every year.

They all offer the latest teaching, workshop and CAD facilities, with all of the training delivered by our 27-strong team of trainers that have amassed more than 300 years' combined experienced.

The most recent venue is the Marches Centre of Manufacturing & Technology, which is being driven by a consortium of Classic Motor Cars, Grainger & Worrall and Salop Design & Engineering.

This is being closely followed by an exciting partnership with the Engineering Technology Group (ETG), where we will be working together on creating a network of technical academies across the UK.

We have every opportunity to create wealth, innovate and compete globally, but we need the people and the skills to do so. Learners, families, the government, the media and manufacturers can all play a part and In-Comm will drive this commitment through our centres of excellence.

'Create Engineers for Life'.

For over three decades we have worked closely with businesses, enabling us to understand key cultural differences. This gives us the competency and agility to tailor our programmes to maximise impact and effective delivery for your business.



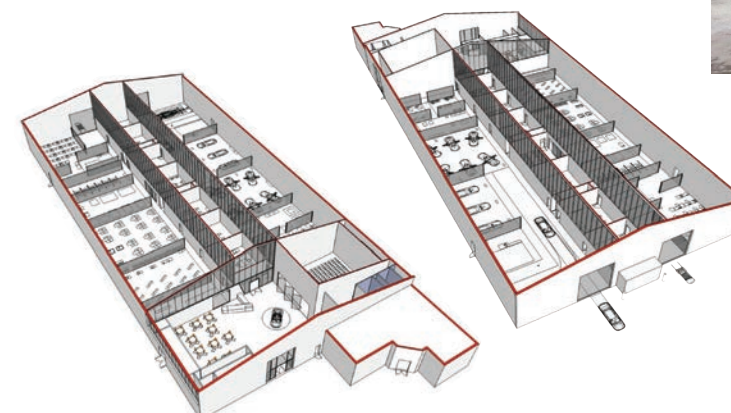
Our head office is the nerve centre of our operations, covering disciplines from foundation to advanced engineering to enable our learners to become engineers for life. New for 2017 will see us develop - along with the new trailblazer standards - capabilities in electrotechnical, CNC, materials testing, robotics, fluid power and automation.



Opened in September 2015, ITAS is a collaboration with Salop Design & Engineering and incorporates foundation engineering principles such as turning, milling, hand fitting, engineering drawing and Computer Aided Design. It extended its offer at the beginning of May to include hydraulics/pneumatics and welding technologies.



MCMT will incorporate additional technology, including dedicated metrology, milling, vehicle trimming sections, hydraulics/pneumatics, electrical, hub-dyno and vehicle restoration, as well as a state-of-the-art CNC Zone.



ALDRIDGE



SHREWSBURY



BRIDGNORTH



TECHNICAL SUPPORT TECHNICIAN APPRENTICESHIP

ROLE PROFILE:

Technical Support Technicians work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function, including communications software, test, analysis tools, measurement, off line programming, process control, performance and continuous improvement solutions, capacity planning, production scheduling/planning, product technical applications and capability, technical sales and marketing support, product development and innovation, engineering drawing, purchasing and/or supply of goods and services for engineering activities, quality control, inspection and e-commerce technologies as required. The requirements are designed to stretch the individual and enhance their progression. They will be able to work with minimum supervision, taking responsibility for the quality, accuracy and timely delivery of the work they undertake. They will be proactive in finding solutions to problems and identifying areas for improving the business.

TOPICS COVERED:

- Working in an Engineering Environment
- Health & Safety
- Using & Communicating Technical Information
- Advanced Manufacturing Engineering Techniques
- Engineering Project Planning
- Engineering Mathematics & Science Principles
- Business Improvement Techniques – Organisational Efficiency & Improvement
- Hand Fitting Techniques
- Principles and use of Lathes for Turning Operations
- Principles and use of Milling Machines
- General Welding Applications
- Computer Aided Design
- Computer Software for Engineering Disciplines
- Engineering Project
- Mechanical Principles
- Engineering Materials
- Maintenance Procedures & Techniques



87.5%
**APPRENTICESHIP
ACHIEVEMENT
RATE**



SPECIFIC SPECIALIST KNOWLEDGE

- Understand mathematical techniques, formula and calculation in a technical support environment.
- Understand the methods and techniques used to evaluate technical data and documentation.
- Understand how to identify that the data and documentation being used is current and up to date.
- Understand the procedure to be used for making changes to issued documentation.
- Understand where and how to course other areas of technical expertise/information to help solve technical issues.
- Understand the requirements of the customer (internal/external) and support using the appropriate tools, equipment and processes.

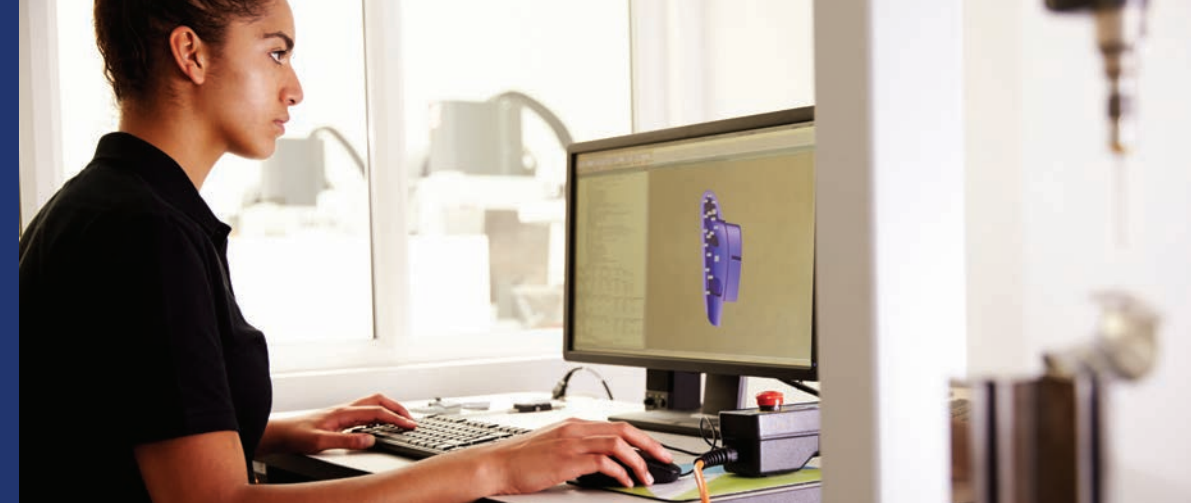
SPECIFIC SPECIALIST SKILLS

- Produce technical documentation that contains all the relevant and necessary data and information required for the technical support activity being carried out.
- Present technical documentation in the required format.
- Ensure that codes, symbols and other references used in the technical documentation follows agreed UK/International Conventions.
- Save and store technical documentation in the correct format, location in accordance with organisational and/or customer requirements.
- Develop effective business and/or customer relationships.
- Provide technical advice and guidance to others.
- Contribute to the business by identifying possible opportunities for improving working practices, processes and/or procedures.

Plus One of the Following:

1. Produce engineering/manufacturing production plans
2. Obtain resources for engineering/manufacturing activities
3. Obtain and control materials used in engineering/manufacturing environments
4. Implement quality control/assurance systems and procedures in an engineering/manufacturing environment.
5. Provide technical support services on products or services to internal and/or external customers
6. Produce documentation to supply or procure goods or services.
7. Produce offline programs for computer numerical controlled systems.
8. Produce programs for scanning/digitalizing or co-ordinate measuring machines
9. Produce programs for logic control systems.
10. Produce programs for industrial robot applications
11. Produce engineering software tools/programs for analysis, quality, configuration management, safety assessments, system security applications
12. Produce engineering drawings/models using computer aided design techniques (such as mechanical, electrical, fabrication, fluid power, integrated systems or services)

PRODUCT DESIGN & DEVELOPMENT TECHNICIAN APPRENTICESHIP



ROLE PROFILE:

Product Design & Development Technicians primarily work on all stages of product creation and modification. They support activities ranging from early concept feasibility, design and development stages right through to final preparation for launch and customers. This includes working in concept studios, rapid prototyping, assembly, testing, validating and analysing performance. Typically they work closely with engineers in bringing new concepts to life or supporting redesigns of existing products.

TOPICS COVERED:

- Working in an Engineering Environment
- Health & Safety
- Using & Communicating Technical Information
- Advanced Manufacturing Engineering Techniques
- Engineering Project Planning
- Engineering Mathematics & Science Principles
- Business Improvement Techniques – Organisational Efficiency & Improvement
- Hand Fitting Techniques
- Principles and use of Lathes for Turning Operations
- Principles and use of Milling Machines
- Wiring & Testing of Electrical Circuits
- General Welding Applications
- Computer Aided Design
- Computer Software for Engineering Disciplines
- Maintenance Procedures
- Mechanical Principles
- Engineering Materials
- Engineering Project



20%
HIGHER THAN THE
UK AVERAGE
APPRENTICESHIP
ACHIEVEMENT
RATE

SPECIFIC SPECIALIST KNOWLEDGE

- Understand mathematical techniques, formula and calculation in a technical support environment.
- Understand material applications and methods of testing (destructive and non-destructive).
- Understand Computer Aided Design (CAD) methods and applications.
- Understand material joining applications and systems.
- Understand mechanical, electrical, electronic and process control systems.
- Understand measurement, monitoring, testing and diagnostic methods and techniques.

SPECIFIC SPECIALIST SKILLS

- Read and interpret relevant data and documentation used in the design and development of components, equipment and systems.
- Produce components and prototypes using a wide range of hand fitting techniques.
- Produce assemblies and rigs using a range of materials and techniques.
- Use mechanical, electrical and electronic testing devices and equipment.
- Prepare and use lathes, milling machines, as well as other general or specialist high technology equipment such as 3D printing/additive manufacturing techniques.
- Apply mechanical principles and joining techniques to develop products, devices and equipment.
- Apply electrical and electronic principles to develop product devices and equipment.
- Identify, diagnose and rectify design problems through the whole creation process including design studio, workshops, test environments or under laboratory conditions.
- Contribute to the business by identifying possible opportunities for improving working practices, processes and/or procedures.

MECHATRONICS MAINTENANCE TECHNICIAN APPRENTICESHIP



ROLE PROFILE:

Mechatronics Maintenance Technicians ensure that plant and equipment perform to the required standard to facilitate production targets regarding Safety, Quality, Delivery and Cost within High Value Manufacturing environments. Typically the work would cover a broad range of activities including; installation, testing, fault finding and the ongoing planned maintenance of complex automated equipment. This requires the application of a complex blend of skills, knowledge and occupational behaviours across the electrical, electronic, mechanical, fluid power and control systems disciplines.

TOPICS COVERED:

- Working in an Engineering Environment
- Health & Safety
- Using & Communicating Technical Information
- Advanced Manufacturing Engineering Techniques
- Business Improvement Techniques – Organisational Efficiency & Improvements
- Mathematics for Engineering
- Engineering Project
- Hand Fitting Techniques
- Maintaining Mechanical & Electrical Devices & Equipment
- Fluid Power Systems
- Electrical Wiring & Testing
- Preparing & Using Lathes for Turning Operations
- Preparing & Using Milling Machines
- Computer Aided Design
- General Welding Applications
- Mechanical principles
- Engineering Materials
- Fluid Power
- Maintenance Procedures & Techniques
- Three Phase Motors and Drives



83.2%
**APPRENTICE
TIMELY
ACHIEVEMENT
RATE**

SPECIFIC SPECIALIST KNOWLEDGE

Understand mathematical techniques, formula and calculation in a mechatronics maintenance environment and the type of equipment being maintained.

Understand mechanical, electrical, electronic, fluid power and process control principles in a mechatronics maintenance environment.

Understand how equipment being maintained functions and operating parameters in individual components and how they interact.

Understand fault diagnosis methods, techniques and equipment used when maintaining equipment and systems.

Understand condition monitoring methods and equipment used and understand how the information gained supports the planning of maintenance activities.

Understand how to minimise machinery downtime by implementing planned preventative maintenance programmes.

SPECIFIC SPECIALIST SKILLS

Read and interpret relevant data and documentation used to maintain components, equipment and systems.

Carry out condition monitoring of plant and equipment.

Carry out planned maintenance activities on plant and equipment.

Carrying out complex fault diagnosis and repair activities on high technology engineered systems such as:

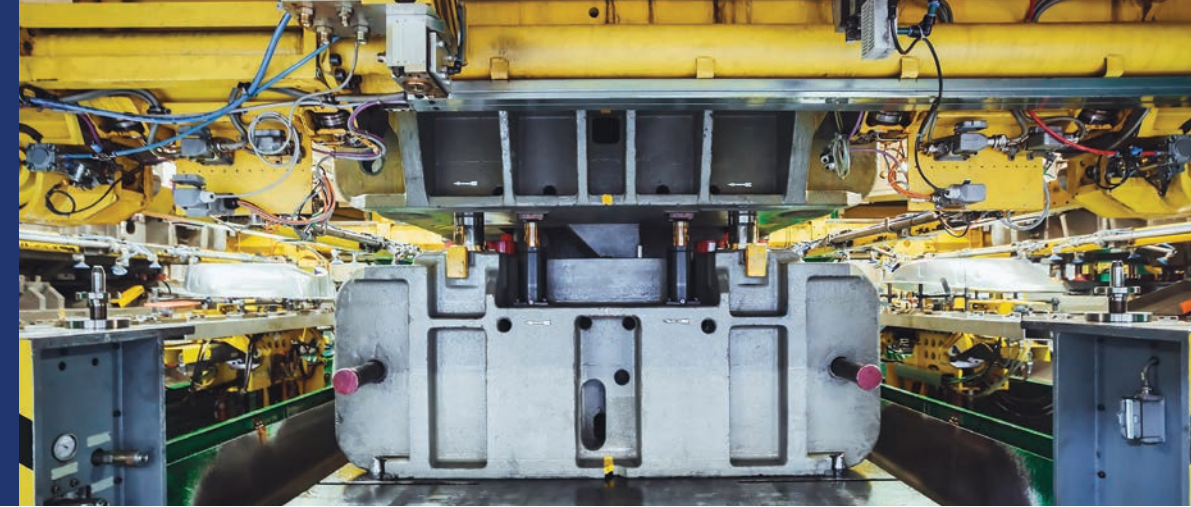
1. Maintaining Mechanical Equipment
2. Maintaining Fluid & Pneumatic Power Equipment
3. Maintaining Electrical & Electronic Equipment
4. Maintaining Process Control Equipment

Carrying out confirmation testing and subsequent smooth hand over of equipment & plant.

Support the installation, testing and commissioning of equipment (where applicable)

Contribute to the business by identifying possible opportunities for improving working practices process and/or procedures.

TOOL MAKER AND TOOL & DIE TECHNICIAN APPRENTICESHIP



ROLE PROFILE:

Toolmakers and Tool & Die Maintenance Technicians are predominantly involved in the highly skilled, complex and specialist detailed work of manufacturing and maintaining the engineering tooling used to produce components, products and assemblies. These products, assemblies and systems affect all of our daily lives, whether it be for travel such as cars, planes, boats and rail energy, defence, food, clothing, packaging and health including medical equipment, devices and implants such as joint replacements. This requires the application of a broad range of activities including the interpretation of engineering drawings and technical instructions and the use of hand, machine and automated computer controlled machine tools and measuring equipment. Technicians must comply with applicable legislation and organisational safety requirements and be expected to work both individually and as part of a manufacturing team, working with minimum supervision, taking responsibility for the quality and accuracy of the work they undertake. They will be proactive in finding solutions to problems and identifying ways to improve the business. They will be expected to test and adjust the systems they have built or maintained ensuring tooling, jigs, fixtures and assemblies meet the required specification. This requires the application of a broad range of skills, knowledge and occupational behaviours across a range of engineering disciplines.

TOPICS COVERED:

- Working in an Engineering Environment
- Health & Safety
- Using & Communicating Technical Information
- Advanced Manufacturing Engineering Techniques
- Engineering Project Planning
- Engineering Mathematics & Science Principles
- Business Improvement Techniques – Organisational Efficiency & Improvement
- Hand Fitting Techniques
- Principles and use of Lathes for Turning Operations
- Principles and use of Milling Machines
- Principles and use of Grinding Machines
- Fluid Power Systems
- General Welding Applications
- Computer Aided Design
- Principles and use of CNC Machining Centres
- Maintenance Procedures
- Engineering Materials
- Engineering Project



25%
**HIGHER THAN THE UK
AVERAGE TIMELY
APPRENTICESHIP
ACHIEVEMENT RATE**

SPECIFIC SPECIALIST KNOWLEDGE

Understand mathematical techniques, formula and calculation in a toolmaking environment.

Understand structure, properties and characteristics of common materials used for the manufacture and repair of tooling, moulds, dies, jigs and fixtures.

Understand the safe operation, correct selection and the application of a range of hand tools used for toolmaking and die maintenance, including grinders, drills, stones etc.

Understand the safe operation and operating principles of a range of complex and often state-of-the-art workshop machinery (such as CNC lathes, milling, grinding and erosion machining centres, drilling and welding equipment).

Understand how to set up and operate the machinery/equipment efficiently and effectively.

Understand the principles of how the relevant tools, dies, jigs and fixtures being manufactured/maintained function, the operating sequences, the purpose of the individual components/systems and how they interact.

Understand the application of pneumatics, hydraulics, electrical and electronic systems as applied to various moulding, injection, pressing and similar associated machinery.

SPECIFIC SPECIALIST SKILLS

Read and interpret relevant data and documentation used to produce and/or maintain tool and die components, assemblies and systems.

Apply methods and techniques to produce, assemble, disassemble repair and/or maintain tools, dies, jigs and fixtures as applicable to the employer requirements.

Manufacture components (such as tooling, dies, jigs and fixtures).

Undertake testing to confirm correct operation, and of the effectiveness of repairs and maintenance activities carried out.

Undertake equipment/asset care and/or preventative planned maintenance processes and procedures.

Carrying out complex fault diagnosis and repair activities covering the following technologies as applicable to tool, die, jig and fixture environment:

1. Maintaining Mechanical Equipment
2. Maintaining Fluid & Pneumatic Power Equipment
3. Maintaining Electrical & Electronic Equipment
4. Maintaining Process Control Equipment

Contribute to the business by identifying possible opportunities for improving working practices, processes and/or procedures.

MACHINIST - ADVANCED MANUFACTURING ENGINEERING



ROLE PROFILE:

Machinists in the Advanced Manufacturing Engineering sector are predominantly involved in highly skilled, complex and precision work, machining components from specialist materials using conventional and/or CNC machine tools such as centre lathes, vertical and horizontal milling machines, horizontal and cylindrical grinding machines, electro discharge machines, single and multi-axis CNC machine tool centres. They will be expected to be able to be set up, operate and adjust/edit equipment settings as applicable to the machine tool being used. When using CNC equipment they will be expected to be able to produce, prove and/or edit programmes. During and on completion of the machining operations they will be expected to measure and check the components being produced and make adjustments to the equipment/programme to ensure components meet the required specification.

TOPICS COVERED:

- Working in an Engineering Environment
- Health & Safety
- Using & Communicating Technical Information
- Advanced Manufacturing Engineering Techniques
- Engineering Project Planning
- Engineering Mathematics & Science Principles
- Business Improvement Techniques
- Principles and use of Lathes for Turning Operations
- Principles and use of Milling Machines
- Computer Aided Design
- Principles and use of CNC Machining Centres
- Engineering Inspection & Quality Control
- Engineering Materials
- Engineering Design



A LOCAL TOOLMAKER
NOW HAS A WORKFORCE
WITH AN AVERAGE AGE UNDER

35 YEARS
OLD
AFTER INVESTING IN
APPRENTICES

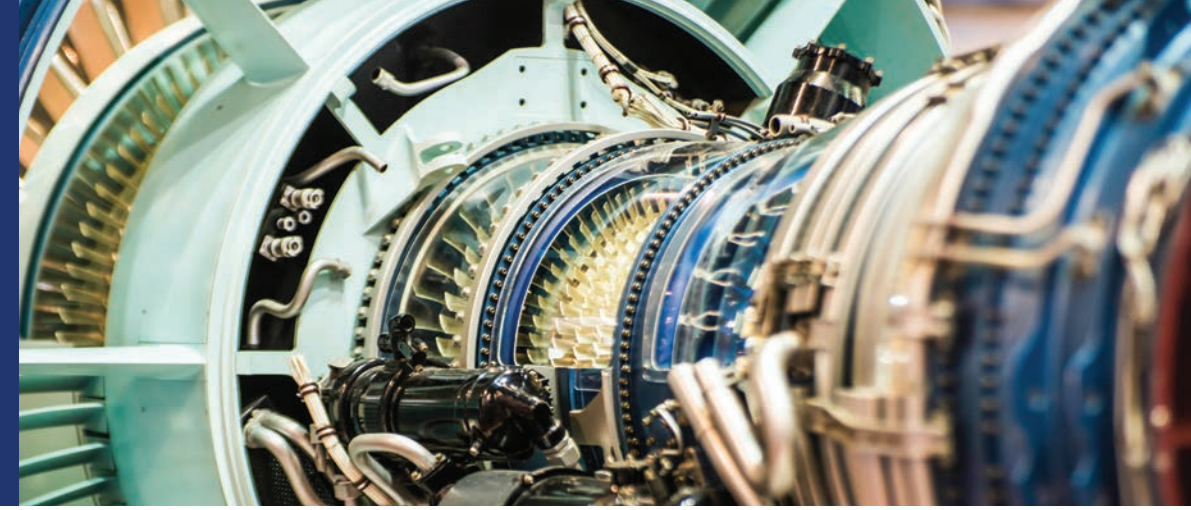
SPECIFIC SPECIALIST KNOWLEDGE

- Understand mathematical techniques, formula and calculation involved in the machining processes such as speeds and feeds, calculating angles/tapers, material removal.
- Understand the practical and theoretical uses of the machines used, and their applications.
- Understand the work-holding devices, cutting tools, and setting up procedures, in adequate depth to provide a sound basis for carrying out the activities, correcting faults and ensuring the work output is to the required specification.

SPECIFIC SPECIALIST SKILLS

- Read and interpret relevant data and documentation used to produce machined components.
- Determine the most efficient and effective approach to machine the component using a range of tools, machining processes and techniques.
- Select and set up the correct tooling and workholding devices.
- Set and adjust the machine operating parameters to produce the work pieces to the required specification. This will involve settings feeds and speeds for roughing and finishing operations.
- Select and use a range of measuring and testing equipment to check components are to the required quality and accuracy.
- Produce complex and specialist components as a one off test and trial work piece and/or producing components in small or large batches.
- Contribute to the business by identifying possible opportunities for improving work practices, processes and/or procedures.

ELECTROTECHNICAL APPRENTICESHIP



Electricians will use engineering knowledge and understanding to apply their technical and practical skills. They will contribute to the design, development, manufacture, construction, commissioning, operation or maintenance of products, equipment, processes, systems or services.

ROLE PROFILE:

Electricians install, maintain and repair electrical systems in industrial, commercial and domestic environments. Electricians might work in both indoor and outdoor settings. Electrical equipment and systems may include switchboards, motors, cables, fuses, thermal relays, fault current protection switches, heating, lighting, air conditioning and metering equipment as well as crime and fire alarm systems and renewable energy technologies. They are able to work on their own proficiently and work without immediate supervision in the most efficient and economical manner. They may contribute to the design of electrical systems. They are able to set out jobs from drawings and specifications and requisition the necessary installation materials. Electrical safety is an important area of Electricians' work. On completion of their work the electrical systems must be safe to use. They must adhere to safe working practices without endangering themselves or others. Installation Electricians work on the installation, testing, commissioning and maintenance of low voltage (less than 1000v) electrical and electronic devices and appliances. Maintenance Electricians work on the maintenance of electrical and electronic installations including automated production systems. Duties include the supervision of the equipment, its maintenance and necessary repairs.

TOPICS COVERED:

- Understand & Apply Health, Safety & Environmental Considerations
- Electrical Scientific Principles and Technologies
- Understand Design & Installation Practices and Procedures
- Understand how to plan and oversee Electrical Work Activities
- Organise and Oversee the Electrical Work Environment
- Understand Terminations and Connections of Conductors
- Terminate and Connect Conductors
- Understand Inspection, Testing and Commissioning
- Inspect, Test and Commission Electrical Systems
- Understand & Apply Fault Diagnosis & Rectification
- Understand the Requirements for Electrical Installations BS 7671:2008 2015
- Apply Design and Installation Practices and Procedures
- Apply Practices and Procedures for Maintenance



A MILLION MORE WOMEN
ARE NEEDED IN STEM OCCUPATIONS
TO REACH A CRITICAL MASS
OF 30%
OF THE UK
WORKFORCE

ELECTRICIANS MUST:

- Understand and apply the principles, practices and legislation for the termination and connection of conductors, cables and cords in electrical systems.
- Understand and apply the practices and procedures for the preparation and installation of wiring systems and electrotechnical equipment in buildings, structures and the environment.
- Understand and apply the principles, practices and legislation for the inspection, testing, commissioning and certification of electrotechnical systems and equipment in buildings, structures and the environment.
- Understand and apply the electrical principles associated with the design, building, installation and maintenance of electrical equipment and systems.
- Oversee and organise the work environment.
- Understand and apply the principles of planning and selection for the installation of electrotechnical equipment and systems in buildings, structures and the environment.
- Understand and apply the practices and procedures for planning and preparing to maintain electrotechnical systems and equipment.

BEHAVIOURS ELECTRICIANS WILL BE EXPECTED TO:

- Work reliably and effectively without close supervision.
- Accept responsibility for the work of themselves and others.
- Accept, allocate and supervise technical and other tasks.
- Use oral, written and electronic methods for the communication of technical and other information.
- Work effectively with colleagues, other trades, clients, suppliers and the public
- Maintain and enhance competence in own area

WELDING APPRENTICESHIP LEVEL 2



The following standard reflects employers' requirements for the skills, knowledge and behaviours expected from someone to be considered a fully competent General Welder.

ROLE PROFILE:

Welding is a way to make high strength joints between two or more parts. General Welders use high electrical energy to form an arc. Manual dexterity is essential in controlling the arc, which is used to melt metals, allowing them to fuse together to form a structurally sound weld. Welding is used extensively and in almost every sector of industry. There is a high demand for skilled General Welders in areas, such as automotive, marine, transport, general fabrication, construction and many more.

General Welders produce items like components for cars, ships; rail vehicles; simple metallic containers; and steelwork for bridges, buildings and gantries. Welding is a safety critical occupation and every welder takes responsibility for the quality and accuracy of their work. General Welders are required to produce joints that satisfy basic quality standards in order to ensure that the finished products function correctly, contributing to the safety of all and the global quality of life.

Skilled, qualified, professionally certified General Welders can work anywhere in the world and provide services in harshest of environments. For these accomplished professionals, the monetary rewards can be significant. There is a highly complex range of welding skills: the different arc welding processes require different levels of manual dexterity, knowledge and skill to avoid making defective welds. There are a wide range of metallic materials that can be welded, each with different properties and behaviours.

BEHAVIOURS

A questioning attitude, to understand the processes and associated industrial applications. Maintaining competence with a commitment to Continuing Professional Development.

Planning and preparation to ensure production and Continuing Professional Development goals are achieved.

Intervention, to challenge poor practices and channel feedback to the appropriate authorities to implement change.

Reliability and dependability to consistently deliver expectations in production, quality, work ethics and self-development.

Receive, handle and maintain consumables

Prepare, check and protect materials and work area ready for welding.

Complete and check the finished weld ready for inspection and report into the production control system.

Accountability, to follow the specified procedures and controls and be personally responsible for their production work and personal development.

SPECIFIC SPECIALIST SKILLS

Produce good quality welds using two welding process/material type combinations (TIG, MMA, MIG/MAG, FCAW) and (Carbon and Low Alloy steel, High Alloy Ferritic/Martensitic Steel, Austenitic Stainless Steel, Nickel and Nickel Alloys, Aluminium and Aluminium Alloys) in two welding positions (Downhand, Horizontal, Vertical, Overhead).

Attain a qualification in accordance with one of the following standards: ISO 9606 / ASME IX / BS4872 / AWS D1.1, determined by the employer. N.B. These qualifications are regarded as licences to practice in welding.

Achieve a quality of work to meet international standards for dimensional and surface inspection (Visual, Magnetic Particle Inspection and Dye Penetrant Inspection).

Position, prepare and check the welding equipment.

Receive, handle and maintain consumables

Prepare, check and protect materials and work area ready for welding.

Complete and check the finished weld ready for inspection and report into the production control system.

Ensure that health and safety requirements are fully accounted for in all the above.

SPECIFIC SPECIALIST KNOWLEDGE

Be aware of the basic mechanical properties and weldability of welded materials.

Understand the common arc welding processes, joint types (fillet, lap, butt, etc.) and positions.

Understand the major components of welding equipment and the essential parameters for welding.

Understand the terminology, operation and controls for the selected arc welding processes, joint types and welding positions.

Identify and understand the causes of typical welding defects and how their occurrence can be reduced, for the materials and welding processes selected.

Understand the functions of welding consumables and the requirements for correct storage and handling.

Be able to identify and select correct welding consumables for each application.

Understand and identify hazards and basic health, safety and quality requirements when welding.

Know how to interpret and work to a welding procedure specification.

Know the basics of welding quality documents and reporting systems.

TEAM LEADER - FIRST LINE MANAGER STANDARD



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

ROLE PROFILE:

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. A level 3 programme covering 18 months delivered predominantly at the employers premises with day(s) release to the academy.

TOPICS COVERED (SUBJECT TO RELEVANT SELECTION PER INDIVIDUAL):

- Manage Personal Performance and Development
- Communicate Work-Related Information
- Lead and Manage a Team
- Principles of Team Leading
- Understand Business
- Develop Working Relationships with Colleagues
- Contribute to Meetings in a Business Environment
- Principles of Equality and Diversity in the Workplace
- Promote Equality, Diversity and Inclusion in the Workplace
- Manage Team Performance
- Manage Individuals' Performance
- Chair and Lead Meetings
- Encourage Innovation
- Manage Conflict within a Team
- Procure Products and/or Services
- Collaborate with other Departments
- Participate in a Project
- Health and Safety Procedures in the Workplace
- Store and Retrieve Information
- Handle Mail
- Employee Rights and Responsibilities
- Deliver Customer Service
- Understand Customers
- Resolve Customer Service Problems
- Negotiate in a Business Environment
- Develop a Presentation
- Deliver a Presentation
- Resolve Customers' Complaints



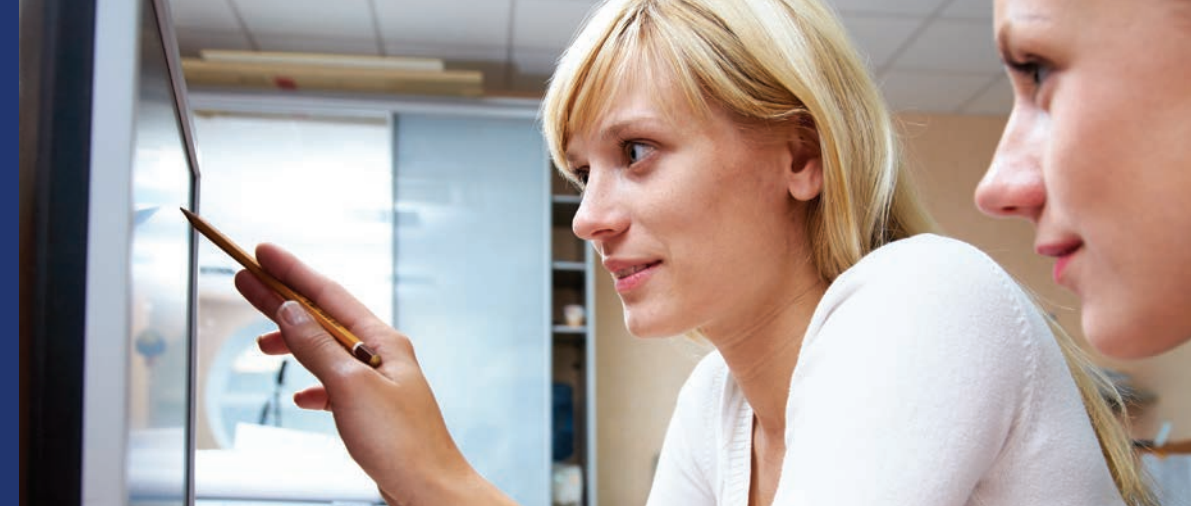
IN-COMM CLIENT ACHIEVED
£1.2_M
INCREASE TO BOTTOM LINE
AFTER TRAINING 110
LEARNERS IN THE BUSINESS

REQUIREMENTS: KNOWLEDGE, SKILLS AND BEHAVIOURS

KNOWLEDGE	WHAT IS REQUIRED (THROUGH FORMAL LEARNING AND APPLIED ACCORDING TO BUSINESS ENVIRONMENT)
Interpersonal excellence – managing people and developing relationships	
Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
Managing People	Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.
Communication	Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.
Organisational Performance - delivering results	
Operational Management	Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management, and the use of different technologies in business.
Project Management	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
Finance	Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.
Personal Effectiveness – managing self	
Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence
Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning
Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.

Continues >

TEAM LEADER - FIRST LINE MANAGER STANDARD CONTINUED



REQUIREMENTS: KNOWLEDGE, SKILLS AND BEHAVIOURS	
SKILLS	WHAT IS REQUIRED (ACQUIRED AND DEMONSTRATED THROUGH CONTINUOUS PROFESSIONAL DEVELOPMENT)
Interpersonal excellence – managing people and developing relationships	
Leading People	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.
Managing People	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.
Building Relationships	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams. Building relationships with customers and managing these effectively.
Communication	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.
Organisational Performance - delivering results	
Operational Management	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports.
Project Management	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.
Finance	Applying organisational governance and compliance requirements to ensure effective budget controls.

Personal Effectiveness – managing self	
Awareness of Self	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.
Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
Decision Making	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.
BEHAVIOURS	WHAT IS REQUIRED (DEVELOPED AND EXHIBITED IN THE WORKPLACE)
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks views of others.
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.

OPERATIONS & DEPARTMENTAL MANAGER



ROLE PROFILE:

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 organisation's 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.

TYPICAL TOPICS AVAILABLE TO BE COVERED (SUBJECT TO SELECTION PER INDIVIDUAL REQUIREMENTS- OTHER UNITS ARE AVAILABLE):

- Managing Improvement
- Making a Financial Case
- Developing Critical Thinking
- Leading Innovation and Change
- Managing Individual Development
- Managing Stress and Conflict in the Organisation
- Understanding the Organisational Environment
- Understanding Organisational Culture and Ethics
- Managing Customer Relations
- Managing for Efficiency and Effectiveness
- Managing Projects in the Organisation
- Managing Resources
- Managing Information
- Managing Recruitment
- Managing Work Analysis
- Analysing and Interpreting Statistics to Inform Management Decisions
- Understanding the Management of Facilities
- Developing and Leading Teams to Achieve Organisational Goals and Objectives
- Assessing Your Own Leadership Capability and Performance
- Managing Own Continuing Professional Development
- Becoming an Effective Leader
- Preparing to Apply Lean Production and Improvement Methodologies to Operational Problems in Service Delivery
- Applying Lean Production and Improvement Methodologies to Operational Problems in Service Delivery
- Improving and Maintaining the Organisation's Environmental Performance
- Understanding Governance of Organisations
- Knowledge and Information Management
- Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring
- Improving Own Leadership Performance Through Action Learning
- Understanding the Management Role to Improve Management Performance
- Planning and Leading a Complex Team Activity
- Managing Equality and Diversity in Own Area
- Managing Risk in the Workplace
- Delegating Authority in the Workplace
- Developing People in the Workplace
- Developing Your Leadership Styles
- Understanding Financial Management
- Managing a Healthy and Safe Environment

REQUIREMENTS: KNOWLEDGE, SKILLS AND BEHAVIOURS

KNOWLEDGE	WHAT IS REQUIRED (THROUGH FORMAL LEARNING AND APPLIED ACCORDING TO BUSINESS ENVIRONMENT)
Organisational Performance – delivering results	
Operational Management	Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (eg SWOT), and approaches to continuous improvement. Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance. Knowledge of management systems, processes and contingency planning. Understand how to initiate and manage change by identifying barriers and know how to overcome them. Understand data security and management, and the effective use of technology in an organisation.
Project Management	Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.
Finance	Understand business finance: how to manage budgets, and financial forecasting.
Interpersonal excellence – managing people and developing relationships	
Leading People	Understand different leadership styles, how to lead multiple and remote teams and manage team leaders. Know how to motivate and improve performance, supporting people using coaching and mentoring approaches. Understand organisational cultures and diversity and their impact on leading and managing change. Know how to delegate effectively.
Managing People	Know how to manage multiple teams, and develop high performing teams. Understand performance management techniques, talent management models and how to recruit and develop people, providing clear guidance and feedback.
Building Relationships	Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking. Knowledge of collaborative working techniques to enable delivery through others and how to share best practice. Know how to manage conflict at all levels.
Communication	Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.
Personal Effectiveness – managing self	
Awareness of Self	Understand own impact and emotional intelligence. Understand different learning and behaviour styles.
Management of Self	Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.
Decision Making	Understand problem solving and decision making techniques, including data analysis. Understand organisational values and ethics and their impact on decision making.

OPERATIONS & DEPARTMENTAL MANAGER CONTINUED



SKILLS	WHAT IS REQUIRED (ACQUIRED AND DEMONSTRATED THROUGH CONTINUOUS PROFESSIONAL DEVELOPMENT)
Interpersonal excellence – managing people and developing relationships	
Operational Management	Able to input into strategic planning and create plans in line with organisational objectives. Support, manage and communicate change by identifying barriers and overcoming them. Demonstrate commercial awareness, and able to identify and shape new opportunities. Creation and delivery of operational plans, including setting KPIs, monitoring performance against plans. Producing reports, providing management information based on the collation, analysis and interpretation of data.
Project Management	Plan, organise and manage resources to deliver required outcomes. Monitor progress, and identify risk and their mitigation. Able to use relevant project management tools.
Finance	Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach/recommendations accordingly.
Interpersonal excellence – managing people and developing relationships	
Leading People	Able to communicate organisational vision and goals and how these apply to teams. Support development through coaching and mentoring, and enable and support high performance working. Able to support the management of change within the organisation.
Managing People	Able to manage talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace. Able to delegate and enable delivery through others.
Building Relationships	Able to build trust, and use effective negotiation and influencing skills and manage conflict. Able to identify and share good practice, and work collaboratively with others both inside and outside of the organisation. Use of specialist advice and support to deliver against plans.
Communication	Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style. Able to chair meetings and present using a range of media. Use of active listening, and able to challenge and give constructive feedback.

Personal Effectiveness – managing self	
Awareness of Self	Able to reflect on own performance, working style and its impact on others.
Management of Self	Able to create a personal development plan. Use of time management and prioritisation techniques.
Decision Making	Able to undertake critical analysis and evaluation to support decision making Use of effective problem solving techniques.
BEHAVIOURS	WHAT IS REQUIRED (DEVELOPED AND EXHIBITED IN THE WORKPLACE)
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations. Seeks new opportunities.
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks the views of others and values diversity.
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responding well to feedback and need for change. Open to new ways of working.
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.

SUPPLY CHAIN WAREHOUSE OPERATIVE APPRENTICESHIP



A level 2 programme covering 12 months delivered predominantly at the employers premises with day(s) release to the academy as required.

ROLE PROFILE:

Warehouse Operatives work in a variety of warehouse environments. Work activities include taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking/packing orders, loading goods for dispatch, maintaining stock records and documentation, and cleaning. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or fork lift trucks. Warehouse Operatives communicate with a wide range of people and customers. They have a passion to meet customers’ expectations by providing a quality service that encourages repeat business. Individuals in this role are highly competent in using industry-recognised systems and associated services (eg Traffic/Warehouse Management Systems) and will be able to work under pressure to tight deadlines. A Warehouse Operative will often be required to be flexible and work shifts including 4-on-4-off, days, nights, evenings and weekends.

TOPICS COVERED - (SUBJECT TO SELECTION PER INDIVIDUAL REQUIREMENTS – OTHER UNITS ARE AVAILABLE):

- Health, safety and security at work
- Develop effective working relationships with colleagues
- Pick goods
- Wrap and pack goods
- Place goods in storage
- Process orders for customers
- Assemble orders for dispatch
- Maintain the cleanliness of equipment
- Keep work areas clean
- Maintain hygiene standards in handling and storing goods
- Moving and/or handling goods
- Use equipment to move goods
- Use a compact crane
- Use a forklift side-loader
- Use a hoist
- Use an industrial forklift truck
- Keep stock at required levels
- Check stock levels and stock records
- Operate equipment to perform work requirements
- Receive goods
- Process returned goods
- Sort goods and materials for recycling or disposal
- Contribute to the provision of customer care
- Principles of food safety
- Maintain the safety and security of hazardous goods and materials
- Supervise the receipt, storage or dispatch of goods

CORE KNOWLEDGE – ALL WAREHOUSE OPERATIVES WILL HAVE A GOOD UNDERSTANDING OF:

- Safe driving and/or operating techniques to standard and as trained, relating to MHE (e.g. Counterbalance/Reach Trucks, Powered Pallet Trucks, Ride on Pallet Trucks, Order Pickers, Narrow Aisle Pickers, Mobile Elevated Work Platforms, Forklift Trucks) as relevant to their role and setting; adherence to safe practice when working at heights.
- Steps to take to minimise the effect their work (and the wider industry) has on the environment; the need to maintain a high level of housekeeping and manage waste effectively; using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly.
- Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.
- Use of warehouse systems and processes relating to packaging, moving and receiving stock (eg Load Container Lists) within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers.
- Basic IT applications and other relevant technology and systems, including warehousing management, data capture, radio and barcoding systems to ensure the safe and efficient processing of goods.
- Relevant regulation and legislation (including international where relevant to role) governing the supply chain industry, their subsector and role in particular; consequences of not adhering to legal guidelines.
- Effective communication with customers that store goods with the company/colleagues (including those working remotely, third party carriers, agencies and other organisations) in line with situation and organisational style/culture.
- Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.
- The importance of delivering excellent customer service to customers and colleagues, including identifying needs and responding appropriately in line with situation and organisational style/culture.
- Vision, objectives and brand of the organisation; the importance of organisational reputation and what can affect it; how their own performance can contribute to organisational success and support or impact on others.
- Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role; how to keep up to date with any changes in the systems, processes and technology that affect their role.
- How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.

SUPPLY CHAIN WAREHOUSE OPERATIVE APPRENTICESHIP CONTINUED



CORE SKILLS – ALL WAREHOUSE OPERATIVES WILL BE ABLE TO:

Operate and handle equipment safely and efficiently as required for their role, such as Forklift Trucks, High Reach Trucks, Powered Pallet Trucks or Man Up Trucks; manoeuvre vehicles in restricted spaces; safely use and position vehicle fitted equipment such as mirror requirements.

Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment (such as MHE, vehicle and delivery systems); understand consequences of incorrect use.

Work individually and as part of a team to safely move and handle objects; maintain a high level of housekeeping and manage waste effectively; know where to find instructions or guidance; check for damaged or missing items as appropriate; take responsibility for maintaining health, safety and security of people at all times.

Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates and/or boxes; use appropriate MHE or machinery where necessary; ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate.

Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved, and their current and final destinations.

Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.

Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.

Work effectively in a warehousing team, including when under pressure, and to agreed deadlines; adapt to change in line with internal and external customer needs or circumstances.

Use IT applications and other relevant technology and systems, including warehousing management, data capture, radio and barcoding systems, to ensure the safe and efficient processing of goods.

How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.

BEHAVIOURS - WHAT IS REQUIRED (DEVELOPED AND EXHIBITED IN THE WORKPLACE)

Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offers.

Take ownership for own performance and training, including demonstrating a keen interest in the industry; proactively drive own ongoing learning and development, and make recommendations for improvement where relevant.

Show personal commitment to minimising the effect of work activities on the environment.

Adapt to and embrace the use of relevant technology, systems and equipment; use it responsibly and take an interest in new developments that could support the organisation.



‘Apprentices enjoy their learning considerably and take great pride in their work. They demonstrate this by displaying very high levels of motivation, and a desire to produce work of a high standard both in the training centre and in the workplace.’

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BUSINESS ADMINISTRATOR APPRENTICESHIP



ROLE PROFILE:

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. The responsibilities of the role are to support and 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 contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills. The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

TOPICS COVERED - (SUBJECT TO SELECTION PER INDIVIDUAL REQUIREMENTS – OTHER UNITS ARE AVAILABLE):

- Communication in a business environment
 - Providing administrative services
 - Business document production and information management
 - Understand employer organisations
 - Manage personal performance and development
 - Develop working relationships with colleagues
 - Manage diary systems
 - Produce business documents
 - Collate and report data
 - Store and retrieve information
 - Produce minutes of meetings
 - Handle mail
 - Reception services
 - Prepare text from notes, shorthand or recorded audio instruction
 - Archive information
 - Maintain and issue stationery and supplies
 - Use and maintain office equipment
 - Contribute to the organisation of an event
 - Organise business travel or accommodation
 - Provide administrative support for meetings
 - Administer human resource records
 - Administer the recruitment and selection process
 - Administer parking dispensations
 - Administer finance
 - Employee rights and responsibilities
- Health and safety in a business environment
 - Use a telephone and voicemail system
 - Meet and welcome visitors in a business environment
 - Develop and/or deliver a presentation
 - Contribute to the development and implementation of an information system
 - Monitor information systems
 - Analyse and present business data
 - Using email
 - Software such as word processing, website, spreadsheet, presentation & bespoke Data Management Software
 - Deliver customer service
 - Process information about customers
 - Develop customer relationships
 - Participate in a project
 - Processing customers’ financial transactions
 - Payroll Processing
 - Understand the use of research in business
 - Understand the legal context of business
 - Principles of team leading
 - Principles of equality and diversity in the workplace
 - Principles of marketing theory
 - Principles of digital marketing
 - Understand working in a customer service environment
 - Know how to publish, integrate and share using social media
 - Exploring Social Media
 - Understand the safe use of online and social media platforms

SKILLS	(ADVANCING KEY SKILLS TO SUPPORT PROGRESSION TO MANAGEMENT)
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others’ work. Maintains records and files, handles confidential information in compliance with the organisation’s procedures. Coaches others in the processes required to complete these tasks.
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
Communication	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.
Building Relationships	Able to build trust, and use effective negotiation and influencing skills and manage conflict. Able to identify and share good practice, and work collaboratively with others both inside and outside of the organisation. Use of specialist advice and support to deliver against plans.



IN-COMM CLIENT ACHIEVED
£1.2_M
INCREASE TO BOTTOM LINE
AFTER TRAINING 110
LEARNERS IN THE BUSINESS

BUSINESS ADMINISTRATOR APPRENTICESHIP CONTINUED

SKILLS	(ADVANCING KEY SKILLS TO SUPPORT PROGRESSION TO MANAGEMENT)
Communication	Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style. Able to chair meetings and present using a range of media. Use of active listening, and able to challenge and give constructive feedback.
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.
Project management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.
Communication	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.
Building Relationships	Able to build trust, and use effective negotiation and influencing skills and manage conflict. Able to identify and share good practice, and work collaboratively with others both inside and outside of the organisation. Use of specialist advice and support to deliver against plans.

KNOWLEDGE	WHAT IS REQUIRED (IN-DEPTH KNOWLEDGE OF ORGANISATION AND WIDER BUSINESS ENVIRONMENT).
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External environment factors	Understands relevant external factors (e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.
BEHAVIOURS	WHAT IS REQUIRED (ROLE-MODEL BEHAVIOURS AND POSITIVE CONTRIBUTION TO CULTURE).
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP



ROLE PROFILE:

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. Your actions will influence the customer experience and their satisfaction with your organisation. 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.

TOPICS COVERED - (SUBJECT TO SELECTION PER INDIVIDUAL REQUIREMENTS – OTHER UNITS ARE AVAILABLE):

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development
- Communicate verbally with customers
- Communicate with customers in writing
- Deal with incoming telephone calls from customers
- Make telephone calls to customers
- Promote additional products and/or services to customers
- Process information about customers
- Exceed customer expectations
- Deliver customer service whilst working on customers' premises
- Carry out customer service handovers
- Resolve customer service problems
- Deliver customer service to challenging customers
- Develop customer relationships
- Support customer service improvements
- Support customers through real-time online customer service
- Support customers using self-service equipment
- Use social media to deliver customer service
- Provide post-transaction customer service
- Resolve customers' complaints
- Gather, analyse and interpret customer feedback
- Health and safety procedures in the workplace
- Manage diary systems
- Provide reception services
- Contribute to the organisation of an event
- Buddy a colleague to develop their skills
- Employee rights and responsibilities
- Develop working relationships with colleagues
- Principles of equality and diversity in the workplace
- Processing sales orders
- Meeting customers' after sales needs
- Handling objections and closing sales
- Deal with incidents through a contact centre
- Carry out direct sales activities in a contact centre
- Negotiate in a business environment
- Bespoke Software

KNOWLEDGE

Knowing your customers	Understand who customers are.
	Understand the difference between internal and external customers.
	Understand the different needs and priorities of your customers and the best way to manage their expectations, recognising and knowing how to adapt style to be highly effective.
Understanding the organisation	Know the purpose of the business and what 'brand promise' means.
	Know your organisation's core values and how they link to the service culture.
	Know the internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation.
Meeting regulations and legislation	Know the appropriate legislation and regulatory requirements that affect your business.
	Know your responsibility in relation to this and how to apply it when delivering service.
Systems and resources	Know how to use systems, equipment and technology to meet the needs of your customers.
	Understand types of measurement and evaluation tools available to monitor customer service levels.
Your role and responsibility	Understand your role and responsibility within your organisation and the impact of your actions on others.
	Know the targets and goals you need to deliver against.
Customer experience	Understand how establishing the facts enable you to create a customer focused experience and appropriate response.
	Understand how to build trust with a customer and why this is important.
Product and service knowledge	Understand the products or services that are available from your organisation and keep up-to-date.

CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP CONTINUED



SKILLS	
Interpersonal skills	Use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.
Communication	Depending on your job role and work environment: ■ Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or ■ Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions.
	Use an appropriate 'tone of voice' in all communications, including written and digital, that reflect the organisation's brand.
Influencing skills	Provide clear explanations and offer options in order to help customers make choices that are mutually beneficial to both the customer and your organisation.
Personal organisation	Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.
Dealing with customer conflict and challenge	Demonstrate patience and calmness.
	Show you understand the customer's point of view.
	Use appropriate sign-posting or resolution to meet your customers needs and manage expectations.
	Maintain informative communication during service recovery.

BEHAVIOURS / ATTITUDE	
Developing self	Take ownership for keeping your service knowledge and skills up-to-date.
	Consider personal goals and propose development that would help achieve them.
Being open to feedback	Act on and seek feedback from others to develop or maintain personal service skills and knowledge.
Team working	Frequently and consistently communicate and work with others in the interest of helping customers efficiently.
	Share personal learning and case studies with others, presenting recommendations, and improvement to support good practice.
Equality – treating all customers as individuals	Treat customers as individuals to provide a personalised customer service experience.
	Uphold the organisation's core values and service culture through your actions.
Presentation – dress code, professional language	Demonstrate personal pride in the job through appropriate dress and positive and confident language.
"Right first time"	Use communication behaviours that establish clearly what each customer requires and manage their expectations.
	Take ownership from the first contact and then take responsibility for fulfilling your promise.



‘All apprentice groups achieve well; there are no significant gaps between the performance of different groups over time. The few apprentices identified as having learning difficulties or disabilities do very well and achieve their apprenticeship on time.’

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BUSINESS IMPROVEMENT TECHNICIAN APPRENTICESHIP



ROLE PROFILE:

Improvement Technicians are responsible for delivery and coaching of improvement activity within an area of responsibility, often associated with Lean and Six Sigma methodologies. They can be found across all industry sectors and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms etc.

Typically, Technicians work as a member of an operational team to resolve problems - preventing re-occurrence, engaging others in issues affecting them and to support the improvement of performance. Typical activities include:

- Engaging team members in the identification of improvement opportunities and relevant countermeasures and controls
- Initiating and facilitating improvement activities through to confirmed resolution
- Providing local expertise in business improvement methods and basic tools to team members.

There are a variety of job titles associated with the occupation, these include, but are not limited to: Business Improvement Co-ordinator, Continuous Improvement Executive, Process Technician, Operational Excellence/Lean Engineer, Lean Six Sigma Yellow belt and Quality Control Analyst.

BEHAVIOURS

Drive for results: Clear commitment for identifying opportunities and delivering improvements, pays attention to detail

Team-working: Helps when asked, works effectively in a diverse team, considers impact of own actions on others, motivates peers

Professionalism: Acts in a moral, legal and socially appropriate manner, aligns behaviours to the organisation's values, trusted to working on own when appropriate

Continuous development: Acts upon feedback, reflects on performance and has a desire for learning

Safe working: Ensures safety of self and others, challenges safety issues.

SPECIFIC SPECIALIST KNOWLEDGE

Compliance: Legislative and customer compliance requirements including health and safety

Team formation & leadership: Improvement team roles and responsibilities in a change environment

Self-development: Different sources for knowledge development

Project management: Project charter, Gantt chart, reporting documentation, Red Amber Green (RAG) status, communication (verbal and non-verbal channels) and implementation plans.

Change management: Roles of the manager and leader within change. Influencing, reinforcement and coaching principles

Principles & methods: Six Sigma principles per ISO13053 (International Organisation for Standardisation), interim containment actions, Lean principles

Project selection & scope: Selection matrix, scoping tree

Problem definition: Exploratory data analysis, data collection planning, problem and goal statements

Process mapping & analysis: Supplier Input Process Output Customer (SIPOC), process mapping, value and waste analysis, performance metrics - discrete data

Data acquisition for analysis: Data stratification, sampling theory, data types, variation types and sources, data collection tools, operational definition and principles of measurement error

Basic statistics & measures: Control charts - discrete data

Process capability & performance: Capability analysis - continuous data

Root cause analysis: Histograms

Experimentation: Active analysis versus one factor at a time, Plan Do Check Act

Identification & prioritisation: Brainstorming, selection criteria

Sustainability & control: Process audits.

BUSINESS IMPROVEMENT TECHNICIAN APPRENTICESHIP CONTINUED

SPECIFIC SPECIALIST SKILLS

Compliance: Work in accordance with organisational controls and statutory regulations

Communication: Share improvement progress through appropriate reporting

Project management: Plan, manage and implement improvement activities. Identify and support management of risks. Develop the business case for improvement activity and implementation

Change management: Engage through communications. Reinforce – positively and negatively. Effectively coach peers

Principles and methods: Use a structured method and appropriate improvement tools engaging with subject matter experts to deliver business benefits

Project selection and Scoping: Identify and scope improvement projects and establish clear measurable objectives

Problem definition: Develop a problem/opportunity statement supported by validated data

Voice of the customer: Apply techniques to identify customers, their requirements and translate these to metrics

Process mapping & analysis: Apply process mapping tools to visualise processes, analyse process performance establishing key insights for performance improvement

Lean tools: Apply techniques such as identification and removal of 8 wastes, 5S (Sort, Shine, Set, Standardise, Sustain), standard work, kaizen, visual displays and controls, error proofing, preventative maintenance

Data acquisition for analysis: Develop data collection plan and validated measurement processes to understand performance

Basic statistics & measures: Establish patterns and trends in data over time using tally, pie, run/trend and pareto charts

Data analysis-statistical methods: Identify common and special cause variation

Process capability & performance: Analyse product/process performance using good quality data

Root cause analysis: Use cause and effect diagrams, technique of 5 whys and graphical analysis to understand and verify root causes

Identification & prioritisation: Identify and prioritise improvement solutions

Benchmarking: Recognise the value of sharing best practice

Sustainability & control: Create control and reaction plans with detection measures, identify opportunities to embed changes to leverage benefit to the business.

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MAKING THE APPRENTICESHIP LEVY WORK FOR BUSINESS AND INDUSTRY

We are one of the approved Government providers on the new Apprenticeship Register and are working with companies to shape trailblazer pathways so that the training equips the Apprentice with the skills required to make an immediate impact.

Sectors we currently work with include:

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- Food & Drink ■ Professional Services
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APPRENTICESHIP PROSPECTUS



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