



A GUIDE TO BUSINESS AND PROFESSIONAL APPRENTICESHIPS



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WHY CHOOSE COLCHESTER INSTITUTE FOR BUSINESS AND PROFESSIONAL APPRENTICESHIPS

100%
EPA Pass
Rate

43%
of apprentices
gained a
distinction
at EPA

OFSTED
'GOOD'
Grade 2
Provider

320
apprentices on
programme

97%
Employer
satisfaction



Figures apply from January 2023

BUSINESS AND PROFESSIONAL APPRENTICESHIPS

HR | Management | Procurement
Project Management | Quality Management

At Colchester Institute we provide a range of high-quality dynamic professional development apprenticeship programmes for specialist functions including Management, Quality Management, Human Resources (HR), Procurement and Project Management.

Apprenticeships are designed to connect businesses and people to inspire learning, development and creativity. All these roles support organisations to ensure business operations run smoothly, effectively and increase productivity.

Our apprenticeships are designed to equip apprentices with the crucial knowledge and skills needed to lead teams and develop core competencies such as building effective communications and problem-solving skills, confidence and adaptability to meet the demands of an ever-changing business world.

Colchester Institute is one of the largest apprenticeship training providers in Essex, delivering apprenticeships throughout East Anglia. Connecting the right people to the right training, to the right business.

We offer apprenticeships in a variety of subjects, allowing you to select the relevant training to meet your business needs.

In this brochure, you will find our full range of professional development apprenticeships.

What is an apprenticeship?

An apprenticeship is your chance to employ an individual committed to learning and developing their skills within your organisation. Typically, an apprentice will be expected to work full-time, with opportunities for learning away from the immediate pressures of the working role to develop new knowledge, skills and behaviours. The best part is that an apprentice is a contracted employee meaning you get a full resource whilst investing in your future workforce needs.



How do apprenticeships benefit an employer?

Apprenticeships are an excellent way to support your organisation to achieve its strategic objectives by harnessing new talent or helping to upskill your existing workforce.

At Colchester Institute we support our employers by offering:

- Recruitment service
- Digital account service
- Relationship management
- Employer events, webinars and networking opportunities
- Personalised service

Employers also report benefits such as...

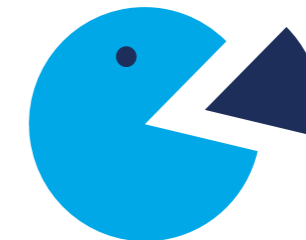
78%
improved
productivity



65%
recognise the new
ideas apprentices
bring to their
organisation



74%
improved product
or service quality



83%
would also
recommend
apprentices to
other businesses

Source: Learners and Apprentices Survey 2018 report

Things to consider...

- Where are the gaps in your training needs?
- Who will be the mentor of your apprentice? It can be their line manager.
- Will you need to invest in any extra facilities to accommodate your apprentice?
- How are you going to manage the 20% off the job learning (study time) which will be away from the workplace?
- Are you able to release your apprentice during working hours (in addition to the above study time) to complete maths and English at Level 2 where appropriate.
- Apprentices will require a meeting every 12 weeks with the Development Coach and either their mentor or line manager. This meeting will enable us to share information regarding your apprentice's progress and targets they are working towards.
- Who would be best suited in your organisation to be available to attend these 1-1.5 hour meetings every 12 weeks?

HR Support



Level

3

Duration

Typically
14 - 16 months

Cost £4,500

How can an HR Support apprentice benefit my business?

The HR Support Apprenticeship programme will provide your HR professionals with the confidence to take ownership of tasks and to support your wider team, maximising productivity and effectiveness. They will gain a greater understanding of the profession and build a foundation of knowledge which could lead them towards becoming the future HR leaders in your organisation.

Who is the HR Support apprenticeship for?

HR Professionals working in a medium to large organisation as part of the HR function, or a HR Manager in a small organisation. They provide front line support to managers and employees.

Key responsibilities are likely to include handling day to day queries and providing HR advice, working on a range of HR processes, using HR systems to keep records and working with the business on HR changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.

What will it cost the business to take on an apprentice?

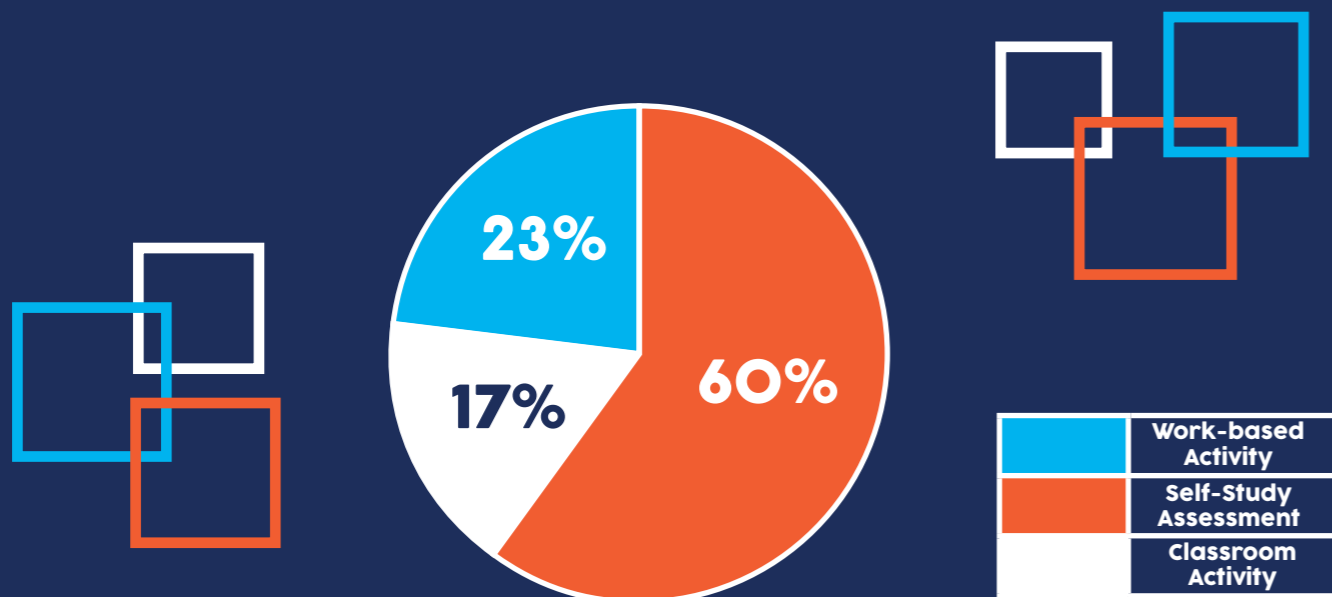
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 4 weeks either in Norwich or Colchester.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the HR Support Level 3 Standard consists of:

- A work-based project
- A professional discussion

On successful completion of the EPA, apprentices may be eligible to apply for Associate Membership of the Chartered Institute of Personnel and Development (CIPD) or any other professional body that recognises this apprenticeship within its membership criteria (membership is subject to the professional bodies own membership requirements).

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning plan
Months 2-10	On Programme	Foundation Certificate in People Practice · Workbook completion · Progress reviews · Functional skills
Months 11-13	Apprenticeship Workshops	Skills development · Portfolio building · Tutorials · Peer learning
Months 14	Gateway to EPA	Project proposal · Work-based project on the HR function
Months 15-17	EPA	Work-based project · Professional discussion · Progression routes

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- HR Consultant / Partner Level 5
- Team Leader / Supervisor Level 3

Additional 'Optional' Qualification

CIPD Level 3 Foundation Certificate in People Practice Cost: £800

As an addition to the HR Support Level 3 Apprenticeship, your apprentice can also have the option to develop their knowledge of people practice, along with developing skills to progress in the workplace.

This is a nationally recognised qualification which can be studied, in addition, to the above apprenticeship standard. This qualification will provide the skills training below:

- Confidence to be able to provide guidance to colleagues, customers, and the organisation
- Expertise to undertake tactical tasks that deliver value
- Greater understanding of the HR profession
- Raise their professional profile within your organisation

The aim of this qualification is to support your preparation for the End Point Assessment (EPA) but is not essential.

HR Consultant / Partner

Level
5

Duration
Typically
26 - 30 months
Cost £7,000

How can an HR Consultant / Partner apprentice benefit my business?

Individuals in this role will use their HR expertise to provide and lead the delivery of HR solutions to your business's challenges, delivering advice and guidance on several HR areas. They will help your business adapt to being a workforce of the future.

This apprenticeship standard will deliver skills in project management, analytics and employment law, allowing the apprentice to influence and deliver strategy on the changing demands of your modern-day business.

Who is the HR Consultant / Partner apprenticeship for?

This would suit an HR consultant or HR business partner within an organisation of any size or sector. They will provide and lead the delivery of HR solutions to meet business challenges, together with offering tailored advice to mid-level and senior managers.

Additional 'Mandatory' Qualification

CIPD Level 5 Associate Diploma in People Management

Cost: This cost is included in the above apprenticeship standard

As part of the HR Consultant/Partner Level 5 Apprenticeship your apprentice will also complete the CIPD Level 5 Associate Diploma in People Management. This qualification will provide them with the knowledge and skills to make informed choices and develop expertise in people practice. It also offers the opportunity for your apprentice to transition to employment as a people manager and is a nationally recognised qualification as part of the above apprenticeship standard.

This qualification is suited to individuals who:

- Are aspiring to, or embarking on, a career in people management
- Are working in a people practice role and wish to contribute their knowledge and skills to help shape organisational value
- Are working towards or working in a people manager role

The aim of this qualification is to support the apprentice's preparation for the End Point Assessment (EPA).

What will it cost the business to take on an apprentice?

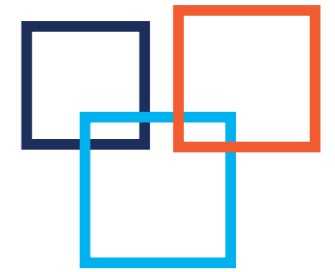
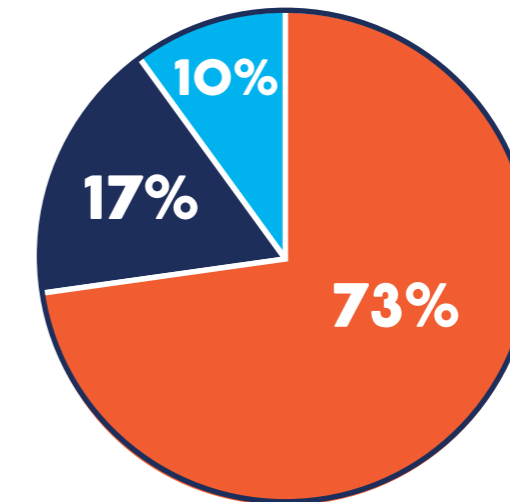
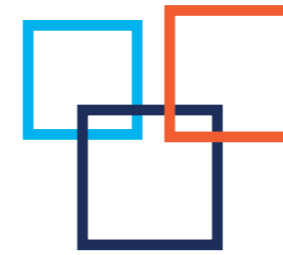
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 4 weeks either in Norwich or Colchester.



Work-based Activity
Self-Study Assessment
Classroom Activity

Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the HR Consultant / Partner Level 5 Standard consists of:

- A presentation followed by a Q&A session
- A professional discussion underpinned by a portfolio of evidence

On successful completion of the EPA, apprentices may be eligible to apply to become an Associate Member of the Chartered Institute of Personnel and Development (CIPD). Chartered Membership can be achieved through further qualifications or experience-based assessment.

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning plan
Months 2-18	On Programme	Associate Diploma in People Management · Workbook completion · Progress reviews · Functional skills
Months 4-20	Apprenticeship Workshops	Skills development · Portfolio building · Tutorials · Peer learning
Months 21-23	Gateway to EPA	Project proposal · Work-based project on focused areas
Months 24-26	EPA	Work-based project · Professional discussion · Progression routes

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Operations / Departmental Manager Level 5
- Associate Project Manager Level 4
- Senior People Professional Level 7
- Senior Leader Level 7

HR Senior People Professional

Level

7

Duration

Typically
30 - 36 months

Cost £19,000

How can an HR Senior People Professional apprentice benefit my business?

The HR Level 7 Apprenticeship is aimed at upskilling members of your senior team to improve people practices within your organisation, driving performance and effectiveness. The apprenticeship will enable your senior professionals to get the best out of your employees, delivering great organisational outcomes.

Who is the HR Senior People Professional apprenticeship for?

In their daily work, senior professionals interact with a range of stakeholders across their organisation, creating medium to long-term value for a wide audience. In larger organisations, they may be part of a wider specialist teams focusing on Human Resources, Leadership and Development or Organisational Development consultants. In smaller organisations, they might be solely responsible for the entire people agenda and report directly to the organisation lead. At this level, senior professionals are ambassadors for their organisations and will typically have wide-ranging networks and will be interacting with a wide range of internal and external senior stakeholders.

What will it cost the business to take on an apprentice?

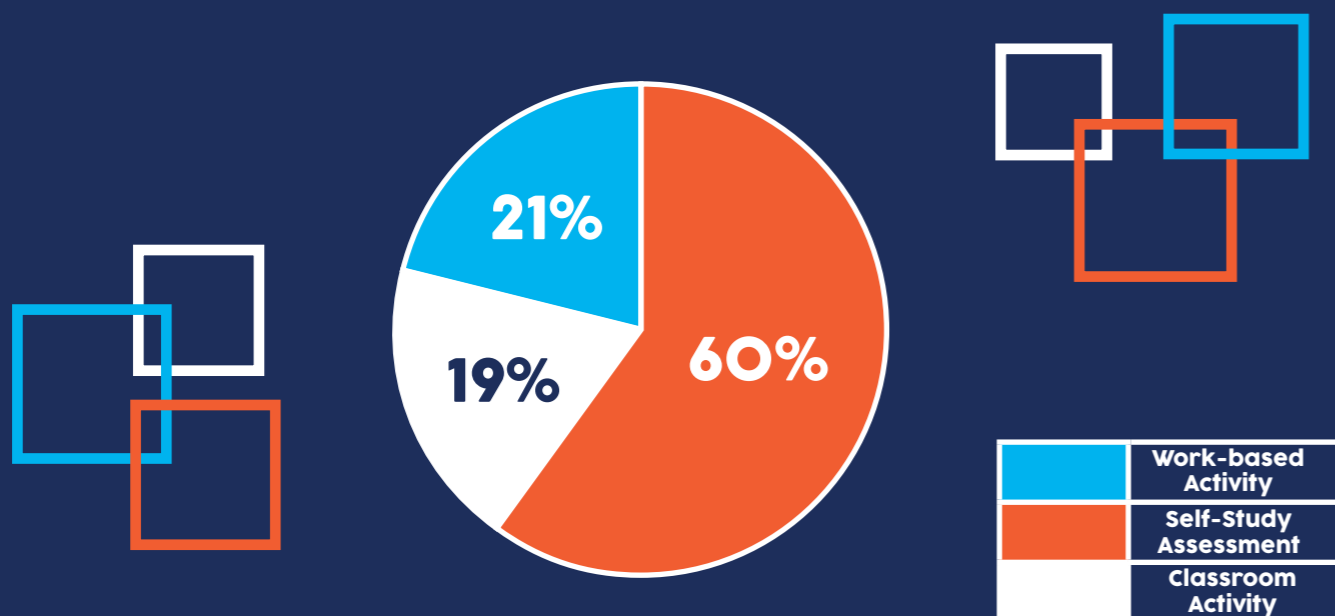
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 4 weeks either in Norwich or Colchester.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Senior People Professional Level 7 Standard consists of:

- A work-based project and presentation with a Q&A session
- A professional discussion underpinned by a portfolio of evidence

This apprenticeship standard aligns with the following professional recognition:

- CIPD for Chartered Member

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning plan
Months 2-3	On Programme	Study skills and techniques · Assignment · Report writing skills
Months 3-30	On Programme	Skills development · Portfolio building · CIPD element · Skills workshops
Months 31-32	Gateway to EPA	Project proposal · Portfolio completion · Gateway meeting
Months 33-36	EPA	Work-based project · Professional discussion · Progression routes · Career development

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Senior Leader Level 7

Additional 'Optional' Qualification

CIPD Level 7 Advanced Diploma in Strategic People Management

Cost: £800

This is a nationally recognised qualification that can be studied in addition to the Senior People Professional Level 7 apprenticeship standard, this course focuses on the strategic management of people within an organisation.

This course is suited to individuals who:

- Are experienced people practitioners
- Are working in a senior people practice role and wish to extend and deepen their skills and understanding to shape strategy, policy, and people
- Wish to shape people practice, creating value for a wider audience
- Are currently leading and managing people and practice within organisations

This qualification could support your preparation for the End Point Assessment (EPA) but is not essential.

Team Leader / Supervisor

Level
3

Duration
Typically
16 - 18 months
Cost £4,500

How can a Team Leader / Supervisor apprentice benefit my business?

The Team Leader Apprenticeship will help your business improve frontline management skills, staff retention and workforce skillset. It will give your managers the tools they need to become confident leaders.

Who is the Team Leader / Supervisor apprenticeship for?

A Team Leader is a first line management role with operational and project responsibilities. They provide direction, instruction and guidance to ensure the achievement of set goals. Whilst specific responsibilities vary between roles, the knowledge, skills and behaviours needed will be the same.

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.

What will it cost the business to take on an apprentice?

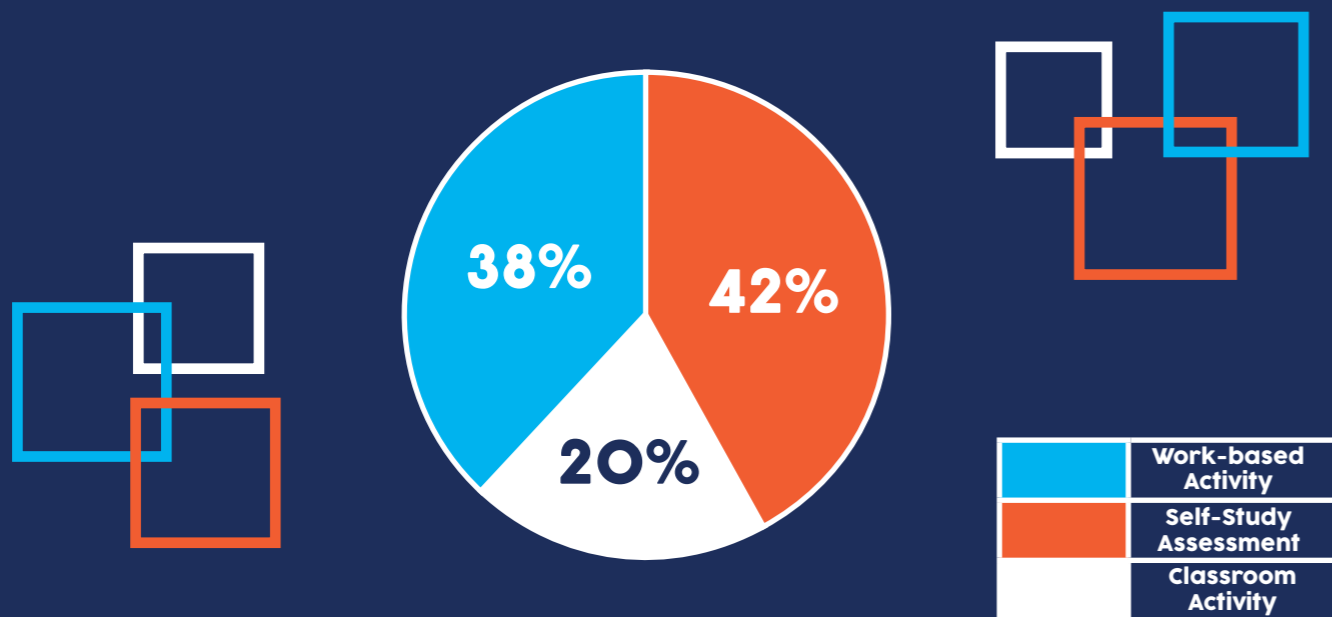
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once a month. In-between sessions, apprentices will have access to online resources via our e-portfolio system and a dedicated study guide for each module.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Team Leader / Supervisor Standard consists of:

- A presentation followed by a Q&A session
- A professional discussion underpinned by a portfolio of evidence

On successful completion of the EPA, apprentices may choose to register as full members with the Chartered Management Institute and/or the Institute of Leadership and Management, to support their professional career development and progression.

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction
Months 1-4	On Programme	Knowledge delivery · Interactive workshops · Peer learning
Months 5-14	Portfolio Completion	Skills development · Portfolio building · Tutorials · Custom learning plan
Months 15	Gateway to EPA	Gateway preparations · Mock assessments
Months 16	EPA	Presentation · Q&A session · Professional discussion · Progression routes

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Associate Project Manager Level 4
- Operations / Departmental Manager Level 5

Additional 'Optional' Qualification

ILM Diploma for Leaders and Managers

Cost: £700

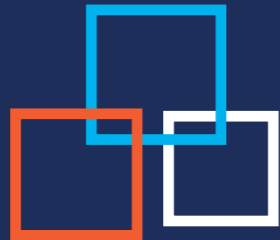
As an addition to the Team Leader / Supervisor Apprenticeship, your apprentice can also have the option to develop their knowledge of leadership and management, along with skills to progress in the workplace.

This qualification can be completed in order to gain a nationally recognised qualification as part of the above apprenticeship standard. This qualification will provide the skills training below:

- Develop a range of essential management skills to apply in the workplace
- Build the leadership capability to motivate teams and influence with confidence
- Gain a broad understanding of key management and leadership theory to underpin and support growth and performance

The aim of this qualification is to support your preparation for the End Point Assessment (EPA) but is not essential.

Associate Project Manager



Level
4

Duration
Typically
20 - 24 months
Cost £6,000

How can an Associate Project Manager apprentice benefit my business?

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. An Associate Project Manager supports the business to run more smoothly. It allows your team to focus on the work that matters, free from the distractions caused by tasks going off-track or budgets spinning out of control.

Who is the Associate Project Manager apprenticeship for?

An Associate Project Manager Apprenticeship would suit someone who is very organised and manages projects within an organisation or team. They work with the project team to achieve the required outcomes. Job titles will vary, but typically they can include Assistant Project Manager, Junior Project Manager and Project Team Leader.

Additional 'Mandatory' Qualification

APM Project Management Qualification

Cost: This cost is included in the above apprenticeship standard

As an addition to the Associate Project Manager Level 4 Apprenticeship, your apprentice will also complete the APM Project Management Qualification. This will develop their knowledge of project management, along with skills to progress in the workplace.

This qualification can be completed in order to gain a nationally recognised qualification as part of the above apprenticeship standard. This qualification will provide the skills training below:

- Ability to demonstrate knowledge of all elements of project management
- An understanding of how these elements interact and how your project fits into your strategic and commercial environment

The aim of this qualification is to support the apprentice's preparation for the End Point Assessment (EPA).

What will it cost the business to take on an apprentice?

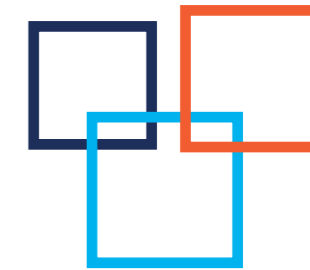
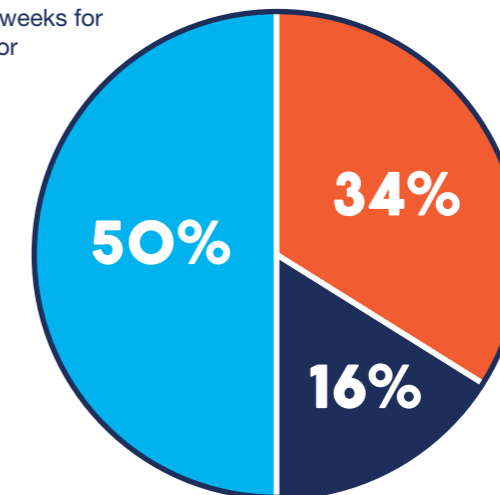
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college every 2 weeks for the first 6 months, then once a month for exam revision sessions from month 7 onwards.



Work-based Activity
Self-Study Assessment
Classroom Activity

Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Associate Project Manager Level 4 Standard consists of:

- Presentation supported by a portfolio of evidence
- A professional discussion supported by a portfolio of evidence

On successful completion of the EPA, apprentices may become student members of the Association for Project Management (APM) as the first step of professional membership. Apprentices will be eligible for progression to Associate Membership upon successful completion of the apprenticeship. Full membership can be attained through further experience and professional development.

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Induction · Learning plan · Career planning
Months 2-6	On Programme	Knowledge delivery · Progress reviews · Functional skills (if applicable) · Career advice and guidance
Months 7-18	Apprenticeship Workshops	Skills development · Portfolio building · Tutorials · Peer learning · Career advice and guidance
Months 18	Gateway to EPA	Portfolio · L4 APM Project Management exam · Gateway meeting
Months 19-20	EPA	Presentation with Q&A session · Professional discussion · Progression routes

Progression

On successful completion there are several progression routes for your staff based on your business needs and their specific job role:

- Operations / Departmental Manager Level 5
- Improvement Practitioner Level 4

Operations / Departmental Manager

Level

5

Duration

Typically
24 - 30 months

Cost £7,000

How can an Operations / Departmental Manager apprentice benefit my business?

The Operations / Departmental Manager Apprenticeship will equip your managers with the vital skills to support your business. They will be able to offer practical leadership to motivate and collaborate teams, whilst meeting departmental and strategic goals.

Who is the Operations / Departmental Manager apprenticeship for?

An Operations or Departmental Manager is someone who manages a team and/or projects. They oversee operational or departmental goals and strategic objectives. They are accountable to a more senior manager or business owner. Whilst specific responsibilities vary between roles, the knowledge, skills and behaviours needed will be the same.

Key responsibilities are likely to 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 and Department Manager.

What will it cost the business to take on an apprentice?

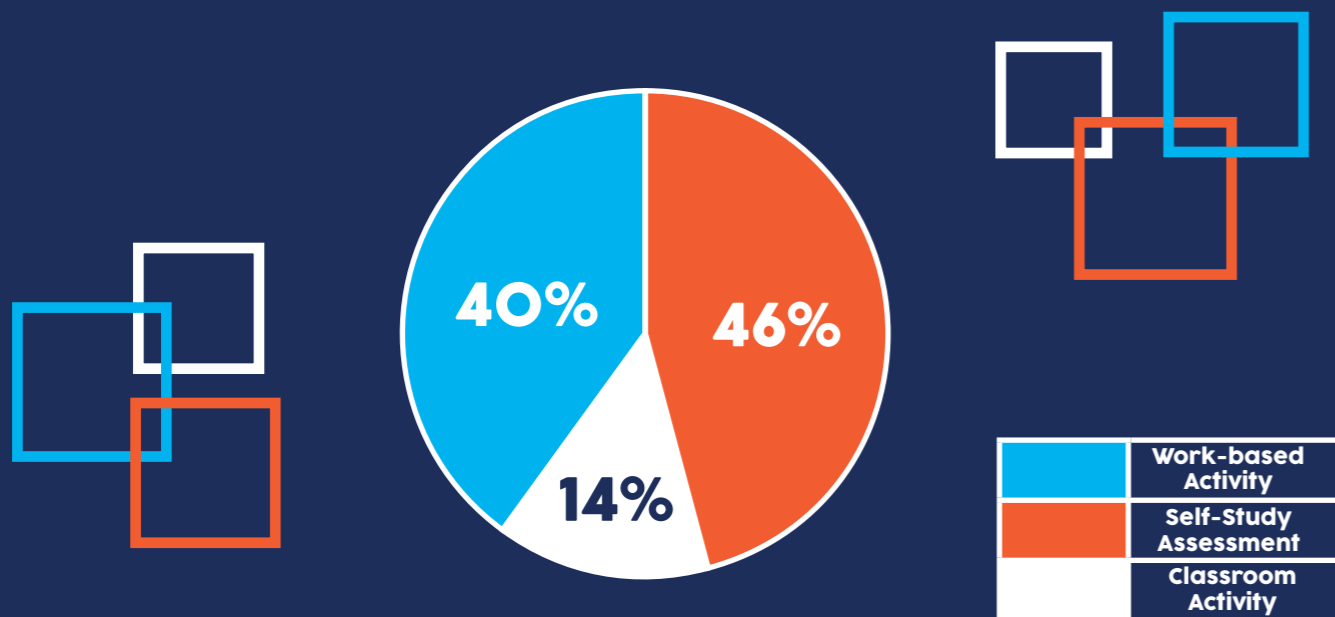
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*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 4 weeks either in Norwich or Colchester.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Operations / Departmental Manager Standard consists of:

- A work-based project followed by a presentation with a Q&A session
- A professional discussion underpinned by a portfolio of evidence

On successful completion of the EPA, apprentices may choose to register as full members with the Chartered Management Institute and/or the Institute of Leadership and Management, and those with 3 years of management experience can apply for Chartered Manager status through the CMI.

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction
Months 1-5	On Programme	Knowledge delivery · Interactive workshops · Peer learning
Months 16-25	Portfolio Completion	Skills development · Portfolio building · Tutorials · Custom learning plan
Months 26-27	Gateway to EPA	Gateway preparations · Mock assessments · Project proposal
Months 28-31	EPA	Work-based project and presentation · Q&A session · Professional discussion · Progression routes

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Associate Project Manager Level 4
- Improvement Practitioner Level 4
- Chartered Manager Degree Apprenticeship Level 6
- Senior Leader Level 7

Additional 'Optional' Qualification

ILM Diploma for Leaders and Managers

Cost: £700

This is an additional course that could support the Operations / Departmental Manager Apprenticeship, your apprentice can have the option to develop their knowledge of leadership and management, along with skills to progress in the workplace.

This course can be completed to gain a nationally recognised qualification in addition to the above apprenticeship standard. This qualification will provide the skills training below:

- Develop their ability to lead, motivate and inspire to drive better results
- Use core management techniques to provide practical leadership and operational management skills
- Benchmark their managerial capability against other professionals
- Raise their professional profile within your organisation

The aim of this qualification is to support the apprentice's preparation for the End Point Assessment (EPA) but is not essential. 17

Coaching Professional

Level
5

Duration
Typically
16 months
Cost £5,000

How can a Coaching Professional apprentice benefit my business?

This apprenticeship focuses on developing coaching skills at a professional level. Your employees will learn how to identify strengths and weaknesses in individuals, motivate them, and help them reach their full potential. They will gain a deeper understanding of coaching principles, including active listening, effective questioning, goal setting, and providing constructive feedback. With improved coaching abilities, your employees can assist their colleagues in enhancing their performance, productivity, and job satisfaction, increasing overall return on investment.

Who is the Coaching Professional apprenticeship for?

The Coaching Professional apprenticeship is typically designed for individuals who are interested in pursuing a career in coaching and want to develop their skills and knowledge in this field. It can be suitable for aspiring coaches, sports coaches, life coaches, executive coaches, career coaches, or anyone who wants to enhance their coaching abilities. It can also be suitable for team leaders or managers who are seeking to develop and coach people within their respective teams.

What will it cost the business to take on an apprentice?

Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

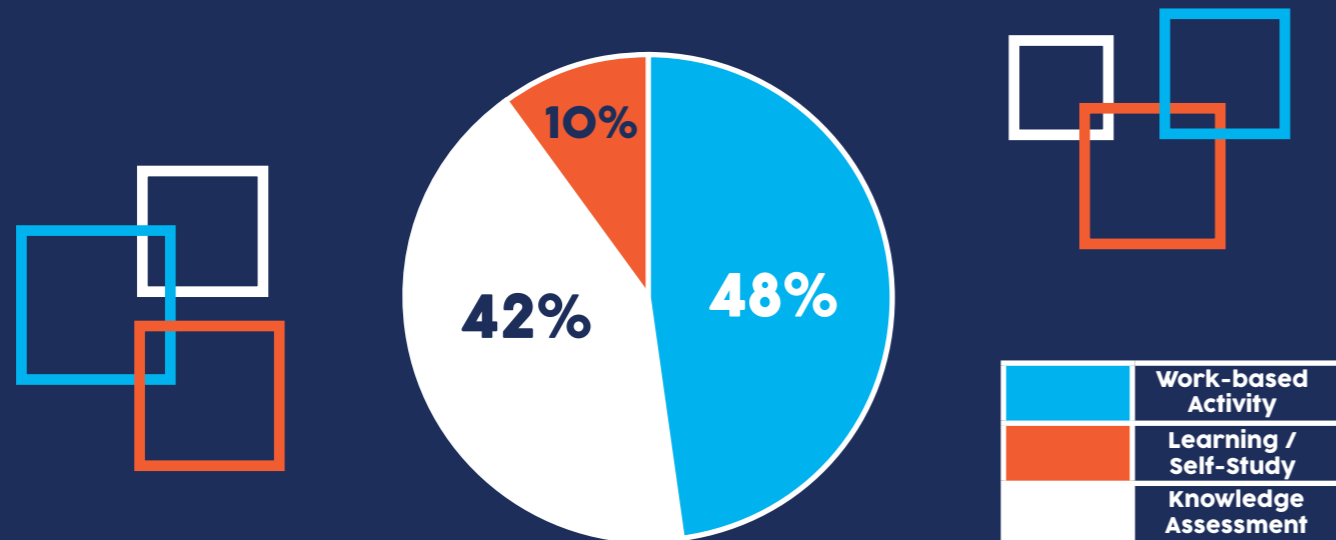
Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Option A: Apprentices will attend college monthly for first 6 months, followed by work-based learning for the remaining duration of the apprenticeship.

Option B: There is no college attendance for this option. Apprentices receive resources via our online e-portfolio system with dedicated 1-1 tutor support (including workplace visits and observations) throughout the programme.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Coaching Professional Standard consists of:

- A knowledge test
- A workplace observation
- A professional discussion underpinned by a portfolio of evidence

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning Plan
Months 2-6	On Programme	Knowledge delivery · Progress Reviews · Functional Skills (if applicable)
Months 7-13	Skills Assessment and Observations	Skills development · Portfolio building · Tutorials · Peer learning · Careers advice and guidance
Months 14-16	Gateway to EPA	Knowledge revision · Mock assessments · Portfolio completion
Months 17-18	EPA	Knowledge test · Workplace observation · Professional discussion

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Associate Project Manager Level 4
- Operations / Departmental Manager Level 5
- Senior Leader Level 7



Senior Leader



Level

7

Duration

Typically
18 - 21 months

Cost £14,000

How can a Senior Leader apprentice benefit my business?

The Senior Leader Apprenticeship will equip your managers with the vital skills to support your business. They will be able to provide clear, inclusive, strategic leadership and direction relating to the area of responsibility within your organisation. Typically, this involves setting, managing and monitoring achievement of core objectives which are aligned to the overall strategic objectives of the organisation's Board (or equivalent).

Who is the Senior Leader apprenticeship for?

A Senior Leader influences at a higher organisational level, sometimes at Board level, setting the culture and tone across their area of responsibility. They may work in varied environments including in the office or remotely and demonstrate a high level of flexibility and adaptability to meet the needs of your organisation. In their daily work, an employee in this occupation interacts with internal stakeholders such as members of the team, other senior leaders / managers, support services (e.g. finance, marketing, HR) and project groups. In larger organisations, they may be part of a wider specialist team.

Roles may include Associate Director, Chief Financial Officer, Chief Operating Officer and Divisional Heads / Leads.

What will it cost the business to take on an apprentice?

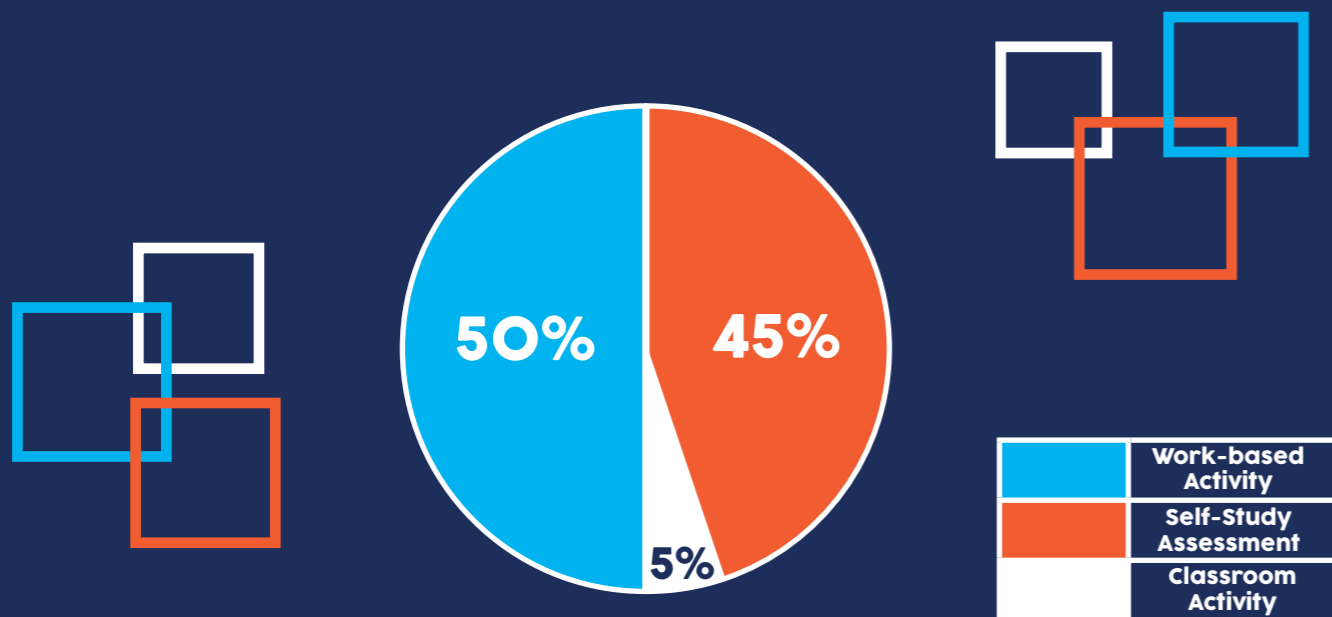
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 4 weeks either in Norwich or Colchester.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Senior Leader Standard consists of:

- Strategic business proposal, presentation and questioning
- A professional discussion underpinned by a portfolio of evidence

On successful completion of the EPA, apprentices may choose to become either:

- A Chartered Manager or Chartered Fellow of the Chartered Management Institute
- A Fellow of The Institute of Leadership and Management

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction ·
Months 1-18	On Programme	Knowledge delivery · Interactive workshops · Peer learning
Months 1-18	Portfolio Completion	Skills development · Portfolio building · Tutorials · Custom learning plan
Months 21-24	Gateway to EPA	Mock assessments · Strategic business proposal
Months 23-31	EPA	Strategic business proposal · Presentation · Q&A session · Professional discussion · Progression routes

Additional 'Optional' Qualification

ILM Diploma for Senior Leaders

Cost: £700

This is an additional course that could support the Senior Leader Apprenticeship, your apprentice can have the option to develop their knowledge of leadership and management, along with skills to progress in the workplace.

This course can be completed to gain a nationally recognised qualification in addition to the above apprenticeship standard. This qualification will provide the skills training below:

- Develop their ability to lead, motivate and inspire to drive better results
- Use core management techniques to provide strategic direction within your organisation
- Apply horizon scanning to seek out new opportunities for growth
- Deliver core strategic objectives within your organisation

The aim of this qualification is to support the apprentice's preparation for the End Point Assessment (EPA) but is not essential.

Business Administrator

Level

3

Duration

Typically
15 - 18 months

Cost £5,000

How can a Business Administrator apprentice benefit my business?

Effective administration sits at the core of all businesses. A Business Administrator apprentice will ensure great communication, be proficient in key software programs, display strong organisational skills and attention to detail, and be resourceful. They will provide admin support to managers, deliver on key business projects and identify process improvements and efficiencies with a focus on adding value.

Who is the Business Administrator apprenticeship for?

This apprenticeship is for any organisation that has administrative processes and procedures. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services.

What will it cost the business to take on an apprentice?

Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

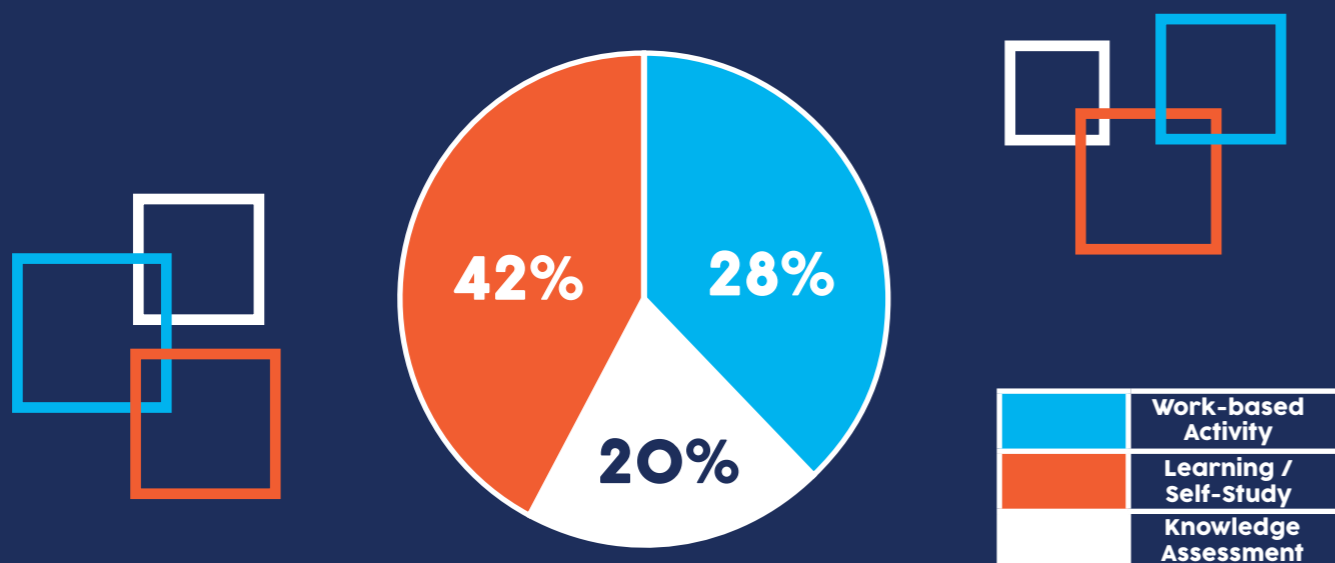
Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Option A: Apprentices will attend college once every 4 weeks for delivery sessions with resources available via our e-portfolio system. Apprentices will also receive dedicated 1-1 tutor support (including workplace visits and observations) throughout the programme.

Option B: There is no college attendance for this option. Apprentices receive resources via our online e-portfolio system with dedicated 1-1 tutor support (including workplace visits and observations) throughout the programme.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Business Administration Standard consists of:

- A knowledge test
- A work-based project and presentation
- A professional discussion underpinned by a portfolio of evidence

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning Plan
Months 2-6	On Programme	Knowledge delivery · Workshop attendance · Progress reviews
Months 7-12	On Programme	Skills development · Portfolio building · Work-based tasks · Progress reviews
Months 12-16	Gateway to EPA	Work-based project · Portfolio completion
Months 17-18	EPA	Multiple choice knowledge test · Work-based project and presentation · Professional discussion

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Associate Project Manager Level 4
- Team Leader/Supervisor Level 3
- HR Support Level 3
- Operations / Departmental Manager Level 5

Additional 'Optional' qualification

Level 3 Diploma for the Business Administrator

Cost: £500

As an addition to the Level 3 Business Administration apprenticeship, your apprentice also has the option to develop their knowledge and skills of business administration with a focus on a particular pathway from the following: General Business Administration, Legal Administration, Medical Administration, Administration for marketing and sales, Human Resources Administration and Administration in an educational setting.

Customer Service Practitioner

Level

2

Duration

Typically
15 - 18 months

Cost £3,500

How can a Customer Service Practitioner apprentice benefit my business?

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. They will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.

An apprentice's training is tailored to your organisation's needs, resulting in a loyal, motivated work force and increased productivity by developing staff skills and expertise.

Who is the Customer Service Practitioner apprenticeship for?

This apprenticeship would benefit any customer facing staff, or those working in large organisations where international or interdepartmental "customer" interactions occur.

What will it cost the business to take on an apprentice?

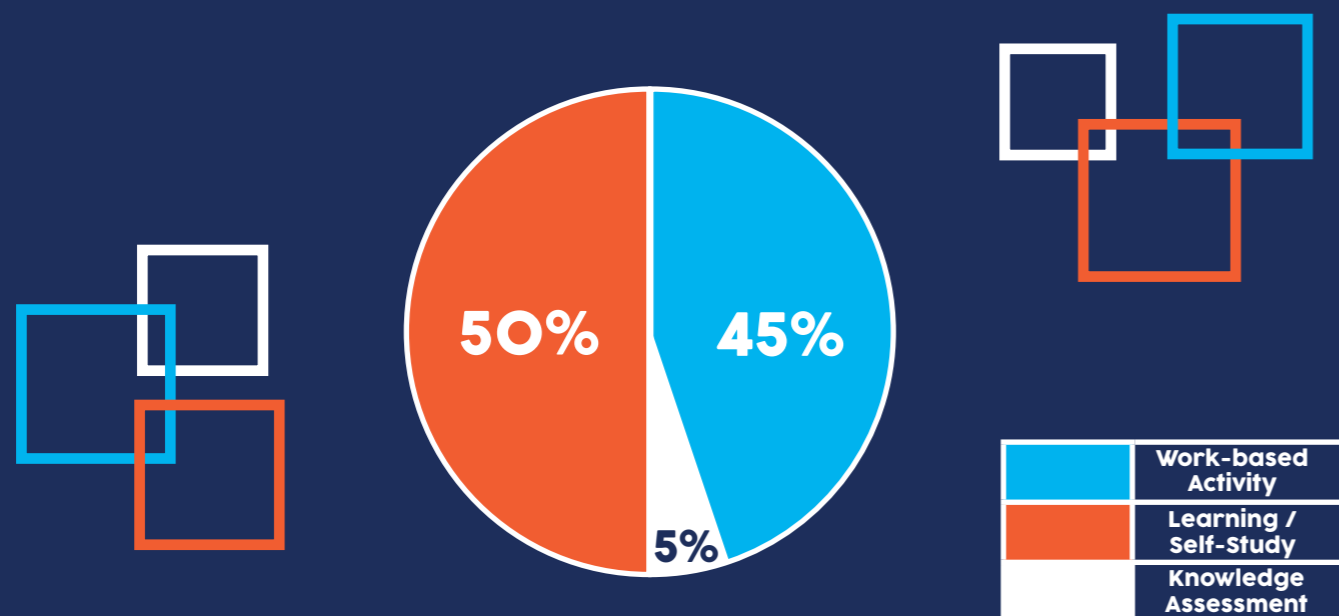
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

There is no college attendance for this course – all learning is delivered in the workplace. Any requirements for technical knowledge are delivered remotely via telephone, Zoom or webinar sessions. These range from one to two-hour sessions, depending on the subject area.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Customer Service Practitioner Standard consists of:

- An apprentice showcase portfolio
- A practical observation
- A professional discussion underpinned by a portfolio of evidence

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction ·
Months 2-7	On Programme	Knowledge delivery · Portfolio building
Months 8-14	On Programme	Skills development · Work-based tasks · Portfolio building
Month 15	Gateway to EPA	Portfolio completion
Months 16-18	EPA	Showcase portfolio · Workplace observation · Professional discussion

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Business Administration Level 3
- HR Support Level 3
- Team Leader/Supervisor Level 3



Customer Service Specialist

Level

3

Duration

Typically
15 months

Cost £4,000

How can a Customer Service Specialist apprentice benefit my business?

Effective customer service sits at the core of many organisations. The customer service specialist apprenticeship will help your organisation develop skilled and knowledgeable customer service representatives. The apprenticeship will ensure your employees acquire essential customer service skills, such as effective communication, problem-solving, and conflict resolution, which will enhance their performance in dealing with customers and as a result improve the customer service experience, increase customer satisfaction, enhance the organisations reputations and improve efficiency and productivity.

Who is the Customer Service Specialist apprenticeship for?

The apprenticeship is designed for individuals who are interested in pursuing a career in customer service and wish to develop their skills and knowledge in this field. It is suitable for both new entrants to the industry and existing customer service professionals looking to enhance their abilities. The apprenticeship is suitable for a wide range of roles within customer service, such as customer service representatives, team leaders, supervisors, or managers and is applicable to a range of industries such as retail, business, construction and engineering.

What will it cost the business to take on an apprentice?

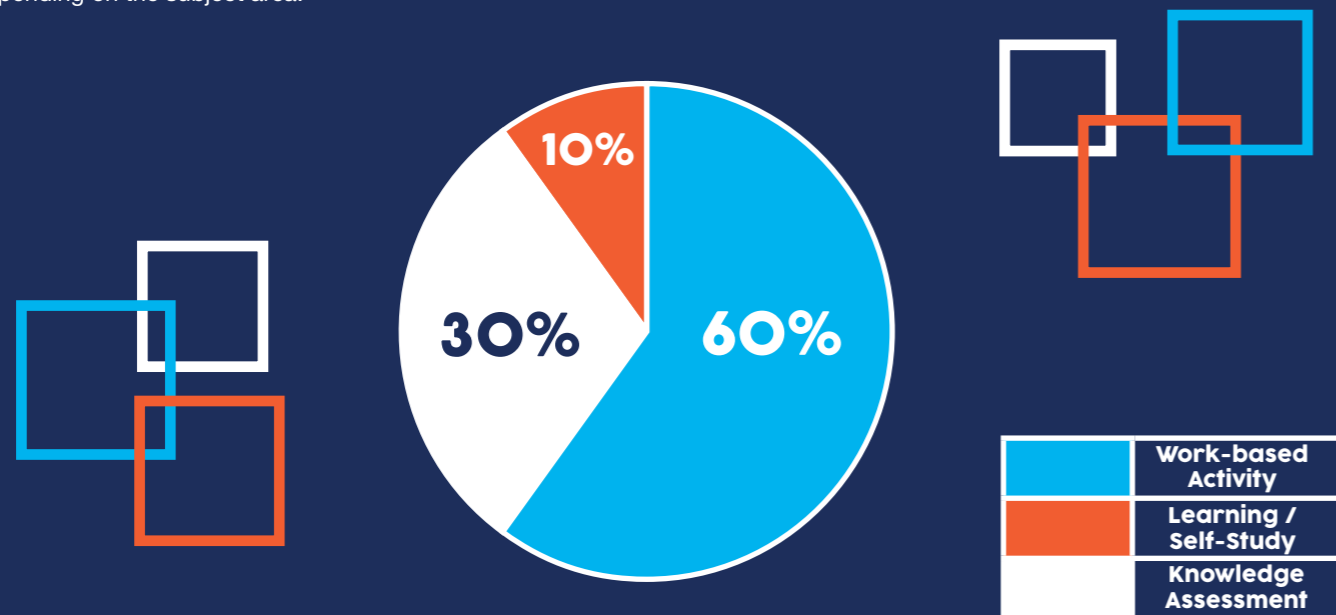
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

There is no college attendance for this course – all learning is delivered in the workplace. Any requirements for technical knowledge are delivered remotely via telephone, Zoom or webinar sessions. These range from one to two-hour sessions, depending on the subject area.



Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Customer Service Specialist Standard consists of:

- A work-based project and interview
- A workplace observation followed by a Q&A session
- A professional discussion underpinned by a portfolio of evidence

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning Plan
Months 2-5	On Programme	Knowledge delivery · Workshop attendance · Progress reviews
Months 6-11	On Programme	Skills development · Portfolio building · Work-based tasks · Progress reviews
Months 12-15	Gateway to EPA	Work-based project · Completion of Gateway documents · EPA preparations
Months 16-18	EPA	Workplace observation with Q&A session · Work-based project and interview · Professional discussion

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Team Leader Level 3
- Associate Project Manager Level 5
- Operations/Departmental Manager Level 5
- Coaching Professional Level 5

Procurement and Supply Assistant

Level

3

Duration

Typically
22 - 24 months

Cost £6,000

How can a Procurement and Supply Assistant apprentice benefit my business?

Procurement and Supply Assistants are essential for the efficient operation of your organisation. This programme is aimed at those who are looking to build on their existing skills in supply chain management and purchasing. It will give your procurement professionals an opportunity to develop core essential skills and knowledge of the profession, enabling them to effectively support your procurement team and business.

Who is the Procurement and Supply Assistant apprenticeship for?

A Procurement and Supply Assistant is found in all organisations where goods and/or services need to be sourced and purchased in line with national or international procurement laws, or internal governance processes.

Key responsibilities are likely to include: using their knowledge of procurement regulations/policies to support the wider procurement team in tasks such as quotation, tender response evaluation, supplier database maintenance, purchase order review and conversion, and stakeholder liaison. They will ensure data is correctly administered and maintained in accordance with current legislation and have purchasing requests and low-risk contracts for which they will develop requests, quotes or obtain prices. They will undertake a role in the management of supply delivery and quality assurance by enabling supplier selection, management and supplier closure.

Additional 'Mandatory' Qualification

CIPS Level 3 Advanced Certificate in Procurement and Supply Operations

Cost: This cost is included in the above apprenticeship standard

This qualification is achieved as part of the Procurement and Supply Assistant Level 3 Apprenticeship and is a nationally recognised qualification in its own right.

This qualification will provide the skills training below:

- Knowledge and skills to apply factual, procedural, and theoretical knowledge of procurement and supply
- Ability to complete tasks and address problems that are well-defined but may be complex and non-routine
- Understanding of what relevant information is required and how to interpret and review its effectiveness

This qualification will also support your apprentice in preparation for their End Point Assessment (EPA).

What will it cost the business to take on an apprentice?

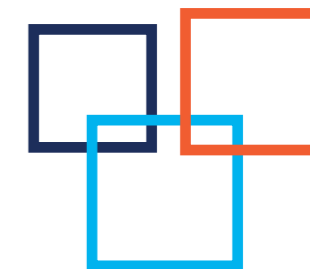
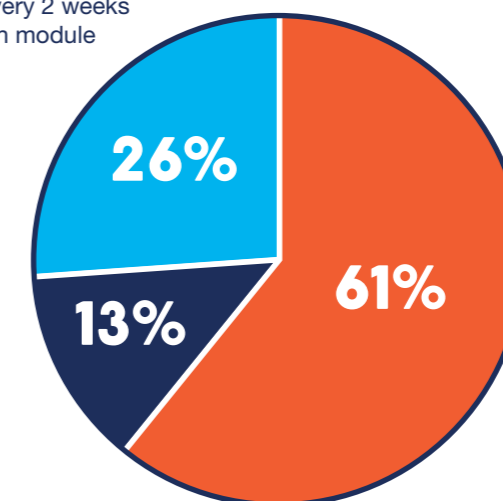
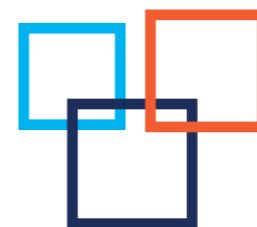
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 2 weeks either in Norwich or Colchester for each module (in line with CIPS exam schedule).



Work-based Activity
Self-Study Assessment
Classroom Activity

Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Procurement and Supply Assistant Level 3 Standard consists of:

- A work-based project followed by a presentation with a Q&A session
- A professional discussion underpinned by a portfolio of evidence

This Apprenticeship standard aligns with the following professional recognition:

- Chartered Institute of Procurement and Supply

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning plan
Months 2-10	On Programme	Completion of L3 qualification · Progress reviews · Functional skills (if applicable)
Months 11-17	Apprenticeship Workshops	Skills development · Portfolio building · Tutorials · Peer learning
Months 18	Gateway to EPA	Project proposal · Work-based project on the procurement cycle
Months 19-24	EPA	Work-based project · Work-based presentation · Q&A session · Professional discussion · Progression routes

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Commercial Procurement and Supply Level 4
- Team Leader Level 3
- Operations / Departmental Manager Level 5

Commercial Procurement and Supply

Level
4

Duration
Typically
22 - 28 months
Cost £9,000

How can a Commercial Procurement and Supply apprentice benefit my business?

Commercial procurement is about commercial acumen, strong financial practice, including robust budget management. It's about relating figures to improve the governance of the business. This apprenticeship encompasses the entire procurement cycle, achieving the Level 4 Apprenticeship in Procurement and Supply will enable your member of staff to use their breadth and depth of experience to position themselves as a fully effective commercially skilled employee with transferable skills.

Who is the Commercial Procurement and Supply apprenticeship for?

Procurement and supply professionals may have job roles such as Commercial Support, Commercial Analyst, Sourcing Executive, Procurement Operations Support, Buyer, Assistant Buyer, Commercial Relationship Support and Contract Support.

Key responsibilities are likely to include the process of procurement, or buying goods and services. These roles can extend to include a huge range of related commercial activities such as influencing policy, financial analysis, engaging in contract law, and developing a strategy to deliver services. The variety of goods and services that procurement professionals are responsible for is vast. Securing services could include finding new and innovative IT systems, outsourcing translation services, or closing a deal on a construction project for a new building.

Additional 'Mandatory' qualification

CIPS Level 4 Diploma in Procurement and Supply

Cost: This cost is included in the above apprenticeship standard

This qualification is achieved as part of the Commercial Procurement and Supply Level 4 Apprenticeship and is a nationally recognised qualification in its own right.

This qualification will provide the skills training below:

- Knowledge and skills to learn about procurement and supply within an organisation
- A clear understanding of procurement and supply with the ability to address complex, non-routine problems
- The ability to analyse, interpret and evaluate relevant information and ideas
- Knowledge to review the effectiveness and appropriateness of methods, actions, and results

This qualification will also support your apprentice in preparation for their End Point Assessment (EPA).

What will it cost the business to take on an apprentice?

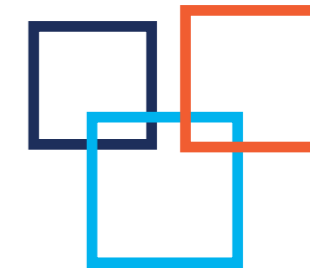
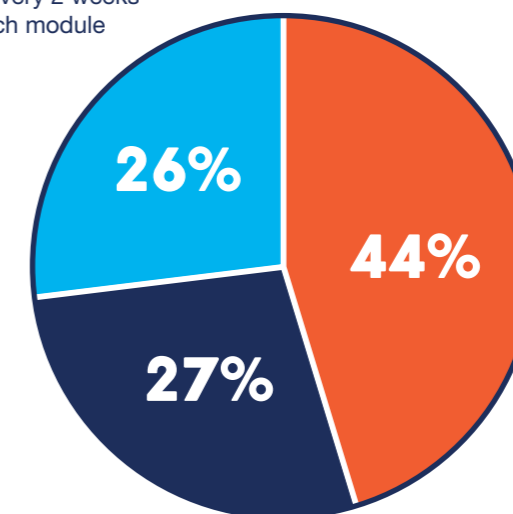
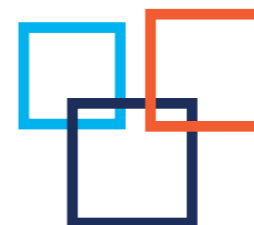
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Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

Apprentices will attend college once every 2 weeks either in Norwich or Colchester for each module (in line with CIPS exam schedule).



Work-based Activity
Self-Study Assessment
Classroom Activity

Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Commercial Procurement and Supply Level 4 Standard consists of:

- A work-based project
- A presentation followed by a Q&A session

Completion of Chartered Institute of Procurement & Supply (CIPS) Level 4 gains eligibility for the equivalent membership of the Institute. CIPS Level 4 is a prerequisite for MCIPS (Level 6), the full professional licence and offers the potential for Chartered status.

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Learning plan
Months 2-18	On Programme	Completion L4 Diploma · Workbook completion · Progress reviews · Functional skills
Months 4-17	Apprenticeship Workshops	Skills development · Portfolio building · Tutorials · Peer learning
Months 18-19	Gateway to EPA	Project proposal · Work-based project on the Procurement Cycle
Months 20-24	EPA	Work-based project · Work-based presentation · Q&A Session · Progression routes

Progression

On successful completion there are several progression routes for your staff, based on your business and their specific job role:

- Operations / Departmental Manager Level 5
- Associate Project Manager Level 4

How do I find out more?

For more information about how Colchester Institute can support your business with its apprenticeship requirements, contact the CI Business Solutions team.

Who are CI Business Solutions?

CI Business Solutions are our employer engagement team, who provide high quality training solutions for your business needs. We provide an extensive range of Continuous Professional Development (CPD) courses and work with you, the employer, to develop bespoke training programmes for your business. We can help you to increase productivity, profits and workforce skills. Funding is available through apprenticeships, via the Adult Education Budget (AEB) and the National Skills Fund (NSF); all subject to eligibility. Where employees are not eligible or the delivery plan doesn't accommodate your business needs currently, full cost options are available. We are keen to work with you, the employer, to ensure we are able to close your current skills gaps.



CI Business Solutions

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