



**Business & administration,
Team leading &
Customer service
Apprenticeships
A guide for employers**

Apprenticeships



What better start to a career than employment with you and a training programme from Bracknell & Wokingham College! We will work in partnership with you to ensure your apprentices are taught to the high standard on which we pride ourselves. We have a long history of teaching professional and business qualifications to adults at all levels.

Apprentices are:

- Cost effective - a great investment for the future
- Motivated - loyal workers who want to succeed
- Professionally trained - adapting to your way of working

Your apprentice will:

- Undertake work-based training on a permanent basis
- Do on-the-job and off-the-job training
- Gain job-specific skills AND nationally-recognised qualifications
- Get a National Vocational Qualification (NVQ) at Level 2 and Functional Skills

Apprenticeship (Level 2)

Course length

- 12-18 months

Attendance

- Four days at work
- One day (day release) at college
- The Training Advisers at college will design an Individual Learning Plan and will visit the apprentice both in college and the workplace

Qualifications

- NVQ Level 2 Certificate in Business & Administration/Team Leading/Customer Service
- Level 2 Certificate in Business & Administration/Team Leading / Customer Service
- Functional Skills - English (Level 2) and Maths (Level 1)

Entry requirements

Your apprentice should be able to demonstrate the potential to achieve NVQ Level 2 and Functional Skills.

There is a pre-entry assessment in the form of a verbal interview and an online English and Maths assessment.

After the course is finished

There may be the opportunity to progress to the Advanced Apprenticeship (Level 3).

Advanced Apprenticeship (Level 3)

Course length

- 12-18 months

Attendance

- Four days at work
- One day (day release) at college
- The Training Advisers at college will design an Individual Learning Plan and will visit your apprentice both in college and the workplace

Qualifications

- NVQ Level 3 in Business & Administration / Management / Customer Service
- Level 3 Diploma in Business & Administration / Management / Customer Service
- Functional Skills - English and Maths (Level 2)

Entry requirements

Your apprentice should be able to demonstrate the potential to achieve NVQ Level 3 and Functional Skills at Level 2.

There is a pre-entry assessment in the form of a verbal interview / practical assessment and an online Maths and English assessment.