

Truro & Penwith College Business  
The College that works

# Apprenticeships

Apprenticeship training programmes in over 60 areas including Health and Social Care, Childcare, Business, Accountancy, Hair and Beauty, Digital, Engineering, Construction, IT, Marketing, Professional Cookery, Motor Vehicle, Customer Service, Retail and Management.





# Apprenticeships



When we hosted the Cornwall Apprenticeship Awards in October 2015 all the winners and nominees were powerful examples of how and why apprenticeships are making such a difference. A difference in terms of:

- adding new skills to the business
- ensuring staff have qualifications and skills needed to do their roles proficiently
- enabling companies to "grow their own talent" and succession plan
- providing existing staff with robust training

Research in December 2015 said that 73% of Cornwall's businesses employing apprentices want more apprentices because they deliver results\* and we were pleased to see Truro and Penwith College was the provider of choice for 73%\*\* of local businesses. We want to ensure the apprenticeship training here at the College is relevant, develops skills, confidence and capability and enables businesses to progress and promote their key staff of the future. We welcome and are grateful to the many partners working with us to achieve this.

*David Walrond*

David Walrond Truro and Penwith College Principal

\* Cornwall Chamber of Commerce 2015 \*\* Marketing Means 2015

## Proud to be working with:



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t: 01872 242711 e: [apprenticeships@truro-penwith.ac.uk](mailto:apprenticeships@truro-penwith.ac.uk)

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# CORNWALL Apprenticeship AWARDS

HOSTED BY TRURO & PENWITH COLLEGE

The first Cornwall Apprenticeship Awards were hosted by Truro and Penwith College on 9th October 2015. Nominations were open to all employers and learners involved in Apprenticeships in Cornwall and hundreds were received.

## Introducing the winners:



**Kate Cooke** Lang Bennetts  
Accountancy Apprentice of the Year and 2015 Apprentice of the Year

As well as passing all her exams at Truro and Penwith College first time, Kate took an additional module in business tax, which was over and above what was required for her to pass her course, but what she felt she needed in order to progress her career at Lang Bennetts. Kate has mastered the daunting task of talking to senior partners. From a shy person who knew little about the business community, she has grown and matured over the last two years, into someone who is confident, diligent and commercially aware. "Kate has shown a lot of guts, as well as commitment to her own progression. She has become an incredible asset to the company, we have seen turnover go up by 10% since she started" said Helen Hood of Lang Bennetts.



**Scott Allen** Cornwall Hospice Care  
Customer Service and Retail Apprentice of the Year

Scott has been an incredible asset to Cornwall Hospice Care since he started in his Customer Service apprentice role. He has saved the charity money and been pivotal in delivering an ambitious IT project. His enthusiasm has never faltered and he has become a very valued member of the team.



**Alice Rowling** S2 & S3 Hair Studios  
Hair and Beauty Apprentice of the Year

As well as organising large charity hair and fashion shows in her own time, Alice has helped open a second salon, while becoming a qualified stylist. Described in her nomination: "Alice is extremely presentable and approachable; clients absolutely love her. Her development over the last 2 years, as both a young lady and a stylist has left us confidently proud. Alice, although confident, is totally humble. She's a real stylist and a total grafter."



**Jack Ward** CSW Construction  
Construction Apprentice of the Year

Jack is very driven to succeed in the construction industry and this is shown clearly in his attitude towards his college work and his work life. He has purchased his own work van and achieved distinctions in all 9 graded practicals. His nomination said that his: "Attitude, work ethic, attendance and his skills have been brilliant."



**Jacob Wood** Trelawney  
Citroen Motor Vehicle Apprentice of the Year

Jacob has an outstanding commitment to getting the job done, ahead of time and to a very high standard, while pushing for more. Jacob is described as having "the ability to complete anything which I have set before him and come back for more before he was expected to. He has a real hunger, commitment and enthusiasm for motor vehicle mechanics."



**Somer Miles** Little Stars Health and Social Care and Childcare  
Apprentice of the Year

When Somer was 17 years old she left home to live independently so that she could complete her Apprenticeship at the nursery as the public transport was not adequate for her working hours. She completed her Level 2 Childcare Apprenticeship and progressed straight onto her Level 3 diploma so that she could take on extra responsibilities. She has also taken on more responsibility working with children with additional needs - and area she now wants to specialise in.



**David Winter** Restormel CNC  
Engineering Apprentice of the Year

David has shown exceptional achievement both at work and at Truro and Penwith College, passing his Diploma and attending Computer Aided Design evening classes! In the workplace David is working well with his peers and mentors becoming a valuable, well respected member of the Restormel CNC team. He is managing the coolant levels and quality throughout the plant and has completed the Duke of Edinburgh Awards Scheme and Ten Tors in his spare time!



**Darren Little** St. Aubyns Estate Management and Marketing Apprentice of the Year

Darren was described as "a leader amongst peers on his course. His calm, capable and professional demeanour has made him the person of choice to feature on a number of television programmes on gardening, gardens and St Michael's Mount. He has attended ropes access courses, to enable him to reach and maintain even the most inaccessible areas of the Mount! He is a perfect example of why apprenticeships can work so well for people who are already in employment."



**Kieran Douglas** Eden Project Hospitality Apprentice of the Year

Kieran has not only developed new winning dishes for the menu but also in his spare time studies the science of how bread rises! Described in his nomination: "Kieran has a passion to progress, he embraces every challenge thrown at him, he is a fantastic role model for other apprentices and has represented Eden at external food demos. He has a sparkle in his eye, constantly pushing to be the best chef he can, so much so that the experienced chefs he is working with have forgotten he is an apprentice."



**Ilham Dani** The Rick Stein Group Apprentice Achiever of the Year

Ilham has impressed since the day he entered our kitchen with his passion for cooking, attitude to learn and develop himself and his never ending smile! His new Head Chef was so impressed with his attitude and quality of food that he immediately asked for Ilham to be given a permanent contract and a pay rise! Early this year tragically a colleague and friend of Ilham was in an accident and Ilham has channelled his energy into completing the training programme his friend was not able to complete.



**Corey Riches** Leap Digital and IT Apprentice of the Year

Corey has made an amazing difference to Leap and now handles the entire digital side for the company. He has been involved with a vast range of projects, including a huge server upgrade and his nomination explained: "In a short period of time Corey has gone from an apprentice to a valued member of the team producing work locally, nationally and internationally. He is always polite and informative and due to his hard work his first quarterly bonus saw him get an Apple iWatch way before any of the rest of the team. Even if he doesn't win the award we have won the employee."



**Matt Fulford** Eden Project Business Apprentice of the Year

Matt has injected positive new ideas, while being committed to his studies. He was described in his nomination as, "completely trustworthy and isn't someone who will settle for just 'doing his job' - he wants to learn, take on more responsibility and help his colleagues. Since he joined there has been a greater team spirit within the team and this isn't a coincidence - he has new ideas, energy and a positive can-do attitude that is infectious. He is genuinely liked by everyone across the board at Eden, which is a real bonus in an HR team! Simply put, we wouldn't cope without Matt now and we feel he deserves to be recognised for this!"



**Tom Raffield** Design Apprentice Employer of the Year (SME) - Award collected on their behalf by Steve Piff, College lecturer

With a total of 8 employees, 5 are, or have been, apprentices; that's 62.5% of the team. Tom Raffield has proved that developing a business through using apprenticeship programmes actually works. He is committed to developing his staff into a highly skilled work team in conjunction with Truro and Penwith College. His apprentices have accompanied him to various shows, exhibitions and events including locations as far away as China.



**The Seafood Restaurant** Apprentice Employer of the Year (Large)

To date 65 apprentices have taken part in the programme including 14 who started in September. Rick Stein said: "Joining an Apprenticeship scheme in our industry means you will gain a wealth of experience and knowledge; there is no substitute for learning while working because you rapidly develop the skills needed." The apprentice chefs are taught at Padstow Seafood School in fantastic bespoke facilities and the programme culminates each year with the apprentices cooking a gala dinner for Rick Stein along with the head chefs and tutors who have supported the programme. The Seafood Restaurant and the Rick Stein Academy at Truro and Penwith College set the standard many organisations aspire to and provides opportunities for all who want to make a career in the industry.



# Boost your business with an Apprentice

Recent research showed Truro and Penwith College was the preferred provider of Apprenticeships for 73% of Cornish businesses because of the quality of the training delivered, the expertise of the tutors and the facilities available. With a very broad range of Apprenticeships, the College also tailors Apprenticeship programmes to meet the needs of specific clients such as the Seafood Restaurant, Royal Cornwall Hospital Trust and St. Austell Brewery, as well as working with industry groups like the Cornwall Manufacturers Group.

## What is an Apprenticeship?

Apprenticeships are not just for electricians, plumbers, car mechanics and hairdressers but also they are training programmes to develop staff in almost any business, whether they are existing staff or new recruits and are for anyone over the age of 16 years. The training programmes are at a range of levels and usually last 12-18 months, they can last up to four years:

- Higher (Level 4 and above) is similar to a Level 4 or Degree
- Advanced (Level 3) is similar to two A levels
- Intermediate (Level 2) is similar to five GCSEs at grade A\*- C

## How much will hiring an Apprentice cost?

- The Apprentices' National Minimum Wage applies for staff aged 16 to 18 and those aged 19 or over who are in their first year of an Apprenticeship.
- After this they are entitled to the National Minimum Wage for their age.
- To attract the right person, really look at the role and how it compares with other staff roles.
- The cost of the Apprenticeship training, which has a cost of up to £15,000, is paid through government funding with a small company contribution of £500-£750 per Apprentice.

## How does an Apprenticeship work?

- Truro and Penwith College's recruitment team can help you recruit the right apprentice for your business by promoting vacancies as well as identifying individuals from a "Talent Bank" of potential candidates.
- Once the apprentice is identified and employed a training programme starts including on and off the job training. This includes a range of nationally recognised qualifications and, if they haven't already done so, maths, English and IT if relevant.
- Apprentices will have a dedicated training assessor and there is training delivered at the College, led by trainers who are industry experts.
- You'll set the wage for your apprentices at the very start of the Apprenticeship. To attract the right candidates this needs to be competitive and many employers build in incentives to recognise achievement. Employers may be able to access a grant (AGE grant) if recruiting 16 - 24 year olds in a small company.

## What commitment is required of you and your business?

- As with any staff commitment to their development, setting clear tasks and objectives and enabling them to develop new skills. Also meeting legal requirements of health and safety, equal opportunities and Working Time Directive.
- A minimum of a 1-year contract.
- Appoint a key contact/mentor for the learner.

## What happens next?

- Talk to the College by calling **01872 242711** or email **apprenticeships@truro-penwith.ac.uk**
- Discuss options with a Business Development Advisor.
- Complete a vacancy form and the College will then advertise and shortlist if required.
- Create a timetable for agreed training.
- Visits from training advisor and training sessions start.

# The **business benefits** for companies like yours are **enormous**

Here's why:

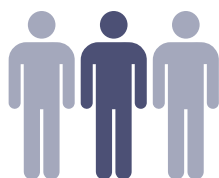


Apprenticeships are a **tried and tested** way to recruit new staff, re-train or upskill existing staff or people returning to your business after a break



They are a great way of attracting people with

## fresh & new ideas



Apprenticeships provide you with the

## skilled workers you need for the future



They can be tailored to specific job roles, making them flexible to the needs of your business



They help you tackle **skill shortages** in your business

Up to **100%**

funding could be available to support Apprenticeship programmes



**44%** of Cornish businesses have plans to employ their first or additional apprentice in 2016 (Cornwall Chamber of Commerce Q2 Report)

**73%** of businesses employing apprentices intend to employ more because they deliver results (Cornwall Chamber of Commerce Q2 report)



They provide you with a **spare pair of hands** to carry out everyday tasks



Learning can often be done

## in your workplace

meaning minimal disruption and maximum impact



# An Apprenticeship Training Programme

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## Is it right for you?

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### Who?



- Available to anyone over the age of 16, entry requirements vary depending on the nature or level of the course.
- Ideal for those looking to earn and learn, combining workplace experience with working towards nationally recognised qualifications.

### What?



An Apprenticeship is a package of training over a minimum of a year for anyone, of any age, employed and who wants to learn professional skills or retrain to progress their career. As an apprentice you will be paid a salary and work as a member of staff while also attending training at College and having coaching and mentoring support at work. The training programmes are at a range of levels:

- Higher (Level 4 and above) is similar to a Level 4 qualification or degree level
- Advanced (Level 3) is similar to two A levels
- Intermediate (Level 2) is similar to five GCSEs at grade A\* - C

### How?



Truro and Penwith College works with a wide range of local employers big and small and there are a large number of Apprenticeship opportunities at any time. To get started join Truro and Penwith College's talent bank and then be put forward for a wide range of jobs available NOW or if you are currently employed and looking to re-train/upskill contact us:

- Call **01872 242711** or email **apprenticeships@truro-penwith.ac.uk**
- Perfect your CV and complete applications
- Meet potential employers and be interviewed for job opportunities
- Start your employment (if new to the company) and the training programme

### When?



- You can start an Apprenticeship at any time throughout the year.
- Apprenticeships usually last between 12 to 18 months - they can last up to four years.



# Why choose an Apprenticeship Programme?

## A realistic route

Avoid the large debts associated with university as your training is funded and gain **nationally recognised qualifications** all whilst working for a real business



## Earn while you learn

On the job training means that you get paid whilst you learn, the current salary in Cornwall (2015) is £5.70 per hour



## Employable

Employers think that qualified apprentices are 15% more employable than those with other qualifications



## Commercial Awareness

When finishing, apprentices have gained a broad range of real experience and knowledge of how businesses operate and have their foot in the door with real businesses

## A real future 96%

of Cornish apprentices are in employment after completing their Apprenticeship and 77% are working with the same employer



## Fantastic prospects

69% of apprentices in employment had received at least one pay rise

## NUS Extra Card

Apprentices can apply for an NUS extra card and get **50% off** driving lessons, money off clothes, food, travel and lots more



# Business Apprenticeships

## Business Administration Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

Administrators, office staff, personal assistants and all administrative roles where organisation, planning, systems, communication, IT, dealing with customers and supporting team members and managers are important. The programme provides thorough business training enabling progression into supervisor or team leading roles or on to specialise in areas such as finance, marketing or IT.

**Duration:** One year

### Programme content includes:

- Legislation: Data Protection Act, Equality Act, Human Rights Act Freedom of Information, copyright.
- Office practices: Outlook diaries, mail, office equipment, travel and accommodation.
- Internal communication skills: Business documentation and reporting, minute taking, verbal / non-verbal communication, body language.
- Managing personal performance and development: SMART targets, time management.
- Customer service and sales: maximising sales (upselling and cross selling), sales techniques, service offer, service knowledge.
- Equality and Diversity
- Understanding how businesses work: Business types, external and internal factors that may impact on a business, goals and objectives and how these align with strategy.
- Teamwork: Developing good work relationships - making a positive contribution to the business.
- Event management: Arranging resources, meeting attendee needs, dealing with problems, ensuring health and safety.
- Presentation skills: Planning and preparing presentations, overcoming nerves, appearing confident and professional.
- Environmental Awareness: Resource efficiency, saving money reducing environmental impact.
- Health and Safety in the Workplace includes CIEH Level 2 Certificate.

**What next?** Business Advanced Apprenticeship Level 3.

## Business Administration Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

Administrators, office supervisors, administration supervisors, personal assistants, secretaries and all administrative roles. The programme provides thorough business training enabling progression into supervisor or team leading roles or on to specialise in areas such as finance, marketing or IT.

**Duration:** 18 months

### Programme content:

- Communication skills: Internal and external communication - effective models and methods.
- Bespoke business documents: creating and managing approval.
- Information systems: Understanding different systems for storing documentation and data.
- Business data: Analysis and presenting of business data
- Business improvement: Resolving business problems, business improvement techniques and models, contributing to business improvement activities.
- Change management: The principles of change management, planning and managing change and evaluating success.
- Customer service: The "value" of customer service; mapping the customer journey; identifying service failures; measuring effectiveness and impact on profitability.
- Improving customer service: monitoring and reviewing, ensuring continuous improvement (in the context of customer service).
- Negotiation skills: how and when to use negotiation and different approaches.
- Presentation skills: how to develop and deliver effective presentations using different media types.
- Business markets: understating the characteristics and different markets and how these impact on a business.
- Business innovation: how businesses can grow and develop, support available and the benefits and risks associated with this.
- Financial management: understanding the importance of good financial management, key financial terminology and how to manage a budget.
- Event management: planning and organising events.
- Delivering presentations: Presenting an event plan.
- Sales and marketing: The key principles of marketing and the sales process.
- Legislation: Including Data Protection Act, Equality Act, Human Rights Act, Freedom of Information, Health and Safety Copyright, Contracts of Employment, Equality, Diversity and Inclusion.
- Minute taking: The importance of minutes and how to take effective notes.

**What next?** Business Administration Higher Apprenticeship Level 4 or a range of business and management programmes.

## Business Administration Higher Apprenticeship (Level 4)

### Who is the course for and what are the benefits of attending?

Office Managers, Administration Team Leaders, Personal Assistants and Business Development Executives supporting sustainability within an office environment; assessing, managing and monitoring risk; managing an office facility; managing projects; evaluating and solving business problems; making decisions; preparing, co-ordinating and monitoring operational plans; managing budgets and developing new ideas for products and services.

**Duration:** 18 - 24 months

### Programme content: Mandatory units:

- Communicate in a business environment
- Manage personal and professional development
- Manage the work of an administrative function
- Resolve administrative problems
- Supporting business activities
- Managing sustainability and risk
- Communicating in business
- Culture and ethics in a business environment
- Business administration systems

- Managing people and performance in a business
- Personal effectiveness in a business environment
- Managing business facilities

You will also be required to cover some optional units that are relevant to your job role.

### What next?

- Business related qualifications, including Foundation Degrees in areas such as business, business management, and business administration.
- A range of business and management undergraduate programmes.

# Management Apprenticeships



## Management Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For practising first line managers and team leaders who are seeking to move up to the next level of management. It includes ILM (Institute of Leadership and Management) qualifications, providing a thorough management development programme across a broad range of management areas.

**Duration:** 18 months.

### Programme content includes:

- Manage your personal and professional development - Learning styles, setting objectives, action planning.
- Principles of leadership and management: Leadership and management principles and leadership styles and models.
- Effective decision making.
- Role of management.
- People management: Team building and performance management including reward and recognition.
- Promote Equality, Diversity and inclusion in the workplace: Organisational and personal aspects of equality, diversity and inclusion in the workplace.
- Principles of Business: business markets, business innovation and growth, sales and marketing, principles of financial management, principles of business budgeting.

- Health and safety procedures in the workplace: Responsibilities and complying with its health and safety obligations.
- Manage team performance: allocating work, managing quality.
- Managing communication and conflict within a team.
- Management of underperformance in the workplace.
- Performance appraisals and learning and development of individual team members.
- Identify opportunities for innovation, generating idea for improvement and implementation.
- Develop and deliver structured presentations.

**What next?** ILM Level 5 Award in Leadership and Management.

# Medical & Legal Secretary Apprenticeships

## Legal Administration Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For individuals working or starting a role as a senior administrator/secretary in a business or legal environment. Created in partnership with CILEx (The Chartered Institute of Legal Executives), this programme provides an in-depth understanding of the legal environment and its associated specialist areas.

**Duration:** 15 months (including 34 week course with one day per week at College.)

### Programme content includes:

- Legal text processing and legal audio transcription: producing professional documentation for the legal and business environment; Business skills in the legal environment.

- Proofreading in the legal environment.
- Legal presentation techniques: using presentation software
- Legal terminology.

**What next?** Progression to further legal, management or specialist qualifications.

## Medical Administration Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This programme (designed with the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists - AMSPAR) provides the specialist skills for administrative/or secretarial support within the healthcare sector who assist professional healthcare teams.

### Duration:

15 month programme (including a 32 week course at College, one day per week).

### Programme content includes:

- Medical terminology
- Medical principles for the administrator: health promotion and the role of the medical administrator in giving advice on health.
- Medical administration: medical knowledge for administration in a healthcare environment.

- Managing communication in a medical environment.
- Medical word processing and audio transcription: appropriate professional documentation.
- Presentation software: producing, amending and presenting PowerPoint presentations.

**What next?** There are a variety of progression routes including a range of management and leadership programmes (Level 4).

# Now is the time Start your career with an Apprenticeship

Take advantage of our dedicated **Apprenticeship Recruitment Service:**

- Discuss the Apprenticeship jobs that are available and whether they are right for you.
- Get help to develop your CV and complete applications.
- Get information on new job vacancies based on your requirements before they go live to the public, giving you a greater chance of securing your dream role.

t: 01872 242711 | e: apprenticeships@truro-penwith.ac.uk | **twitter:** @TruroApprentice | **facebook:** TruroApprentice





# Marketing Apprenticeships

## Marketing and Digital Marketing Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This programme is for individuals in a marketing role within a marketing team or with responsibility for marketing as part of their role. You could be new to marketing or without any formal training. The programme enables you to develop the skills and knowledge to plan, implement and evaluate a marketing plan using appropriate and cost effective channels and all elements of the marketing mix.

**Duration:** 12 to 18 months (depending on experience).

### Programme content includes:

- Introduction to Marketing.
- Market research: conducting market research, principles and practice.
- Marketing strategy and planning and budgeting
- Analysing competitor activity.
- Contributing to the development of a marketing plan - the marketing mix - 7 Ps.

- Digital marketing: Using digital and social media in marketing campaigns - platforms, social media.
- Evaluating and improving own performance in a business environment.
- Working with other people in a business environment.
- Legal, regulatory and ethical requirements in sales or marketing.

**What next?** Marketing specific workshops, management qualifications, IT or digital programmes.

## Creative and Digital Media Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This programme covers a range of creative and digital media techniques including photography and video editing and is therefore ideal for staff within a marketing or design environment, either starting their career in this area or looking to develop skills through a recognised qualification. A minimum of 4 GCSEs graded A\* - D is required to join this programme.

**Duration:** Two years

### Programme content includes:

- Awareness of employment in the creative media sector.
- Communicating and presenting ideas in the creative and media sector.
- Converging digital technology in the creative media sector.
- Contributing to good working relationships.

- Ensuring your own actions reduce the risks to health and safety.
- Awareness of health and safety in the creative media sector.
- Pre-production planning.
- Digital photography and film production and digital soundtrack production.

**What next?** There are also a range of marketing and business skills courses and qualifications available from Truro and Penwith College.

# Customer Service & Retail Apprenticeships

## Customer Service Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For anyone working within a customer service role communicating with customers face to face, in writing, or by telephone who are resolving problems and improving customer relations, promoting products and services, keeping records, gathering customer feedback and/or working in a team. The programme includes 13 days of workshops and training, plus coaching and assessment at work.

**Duration:** One year

### Programme content includes:

- Professional Telephone skills
- Dealing with difficult people
- Communications - verbal and non-verbal
- Managing personal performance including SMART targets
- Time management

- Making a positive contribution to your business or organisation
- Sales techniques and maximising sales
- Developing working relationships
- Health and safety

**What next?** Level 3 Advanced Apprenticeship or a range of business workshops or short courses.

## Customer Service Advanced Apprenticeship (Level 3)

### Who is the course for?

For anyone working in a customer service role including assistant, representative or agent communicating with customers face to face, in writing, or by telephone who are resolving problems and improving customer relations, promoting products and services, keeping records, gathering customer feedback and/or working in a team.

**Duration:** One year

### Programme content:

- Professional telephone skills.
- Deliver customer service to difficult customers.
- Monitor and solve customer service problems.
- Organise the promotion of additional services or products to customers.
- Support customer service improvements.
- Implement quality improvements to customer service.

- Communications - verbal and non-verbal.
- Managing personal performance including SMART targets.
- Time management.
- Making a positive contribution to your business or organisation.
- Sales techniques and maximising sales.
- Developing working relationships.
- Health and safety.

**What next?** A range of short courses, management qualifications and Higher Apprenticeships are available as a next step.

## Retail Skills Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For individuals working in a range of retail outlets from small shops to department stores. The course includes 13 days of workshops and training plus "on-the-job" coaching and assessment at work.

**Duration:** One year

### Programme content:

- Giving customers a positive impression of yourself and your organisation.
- Communication skills including dealing with customer queries and complaints.
- Customer service and sales techniques in the retail sector.
- Displaying stock to promote sales and stock control, security and loss prevention.
- Visual merchandising.

- Working effectively in a retail team.
- Time management.
- Point-of-sale procedures for age-restricted products.
- Retail consumer law.
- Problem solving, decision making and influencing skills.
- Handling and processing customer payments for purchases.
- Health and safety.

**What next?** A range of short courses are available or progression to Level 3 Advanced Apprenticeship.



# IT & Digital Apprenticeships

## Computing Technician ICT Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This qualification focuses on all aspects of a Computer Technician role including data security, software installation, hardware maintenance and computer systems. You will learn the importance of having excellent employment skills such as, communication, attendance, personal presentation, time keeping, personal development, flexibility, commitment and how this will impact on your career path.

**Duration:** One year

### Programme content includes:

The programme includes the BTEC Level 3 Diploma in Professional Competence of IT/Telecoms Professionals and BTEC Level 3 Certificate in ICT Systems and Principles and includes:

- Health and safety in ICT
- Develop own effectiveness and professionalism
- Security of ICT systems
- Software installation and upgrade
- Technical advice and guidance

- Customer care in ICT
- Using email
- Word processing software
- Presentation software
- Principles of ICT systems and data security
- Maintaining computer systems
- Computer systems
- Networking principles

**What next?** A range of specialist IT programmes are available as well as business and management programmes.

## Software Developer Advanced Apprenticeships (Level 3)

### Who is the course for and what are the benefits of attending?

You would work as a software or web developer creating applications and websites. This qualification focuses on all aspects of software development including software design fundamentals, event-drive programming and data modelling. You will learn the importance of having excellent business skills such as, communication, attendance, personal presentation, time keeping, personal development, flexibility, commitment and how this will impact on your career path.

**Duration:** One year

### Programme content includes:

The programme includes the BTEC Level 3 Diploma in Professional Competence of IT and Telecoms Professionals and BTEC Level 3 Certificate in ICT Systems and Principles and covers.

- Health and safety in ICT
- Develop own effectiveness and professionalism
- Creating a procedural computer program
- Creating an event-driven computer program
- Introduction to IT systems development
- Data modelling
- Managing software development
- Using email

- Word processing software
- Web development
- Software design fundamentals
- Systems analysis and design
- Software development and data modelling
- Principles of ICT systems and data security
- Software design fundamentals
- Computer systems
- Data security

**What next?** The Level 4 Higher Apprenticeships in Software Development.



# Accountancy Apprenticeships

## Accounting AAT Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For anyone new to accounting or looking to progress their professional qualifications this programme develops skills in finance administration and provides the grounding for the higher levels of the AAT.

**Duration:** Minimum one year.

### Programme content includes:

#### Using accounting software:

- Set up accounting software
- Process sales and purchases transactions
- Process bank and cash transactions
- Perform period end routine tasks
- Produce reports

#### Elements of costing:

- Understand the cost recording system within an organisation
- Use cost recording techniques
- Provide information on actual and budgeted costs and income

#### Work effectively in accounting and finance:

- Understand the finance function within an organisation
- Use personal skills development in finance
- Produce work effectively

- Understand corporate social responsibility (CSR) within organisations

#### Bookkeeping transactions:

- Understand financial transactions within a bookkeeping system
- Process customer transactions
- Process supplier transactions
- Process receipts and payments
- Process transactions through the ledgers to the trial balance

#### Bookkeeping controls:

- Understand payment methods
- Understand controls in a bookkeeping system
- Use control accounts
- Use the journal
- Reconcile a bank statement with the cash book

**What next?** Accounting AAT Advanced Apprenticeship (Level 3)

## Accounting AAT Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This further develops Accounting skills covering more complex financial processes reports and returns and professional ethics.

**Duration:** Minimum one year

### Programme content includes:

#### Advanced bookkeeping:

- Apply the principles of advanced double-entry bookkeeping
- Implement procedures for the acquisition and disposal of non-current assets
- Prepare and record depreciation calculations
- Record period end adjustments
- Produce and extend the trial balance

#### Final accounts preparation:

- Distinguish between the financial recording and reporting requirements of different types of organisation
- Explain the need for final accounts and the accounting and ethical principles underlying their preparation

- Prepare accounting records from incomplete information
- Produce accounts for sole traders
- Produce accounts for partnerships
- Recognise the key differences between preparing accounts for a limited company and a sole trader

#### Management accounting costing:

- Understand the purpose and use of management accounting within an organisation
- Apply techniques required for dealing with costs
- Apportion costs according to organisational requirements
- Analyse and review deviations from budget and report these to management
- Apply management accounting techniques to support decision making



#### Indirect tax:

- Understand and apply VAT legislation requirements
- Accurately complete VAT returns and submit them in a timely manner
- Understand implications of errors, omissions and late filing and payment
- Report VAT related information in accordance with regulatory and organisational requirement

#### Ethics for accountants:

- Understand the need to act ethically
- Understand the relevance to the accountant's work of the ethical code for professional accountants

- Recognise how to act ethically in an accounting role
- Identify action to take in relation to unethical behaviour or illegal acts

#### Spreadsheets for accounting:

- Design and structure appropriate spreadsheets to meet customer needs
- Use spreadsheet software to record, format and organise data
- Use relevant tools to manipulate and analyse data
- Use software tools to verify accuracy and protect data
- Use tools and techniques to prepare and report accounting information

**What next?** Accounting AAT Higher Apprenticeship (Level 4)

## Accounting AAT Higher Apprenticeship (Level 4)

### Who is the course for and what are the benefits of attending?

For those working at an advanced level, the programme includes financial team leader skills, financial statements for limited companies and essential business skills.

**Duration:** One to two years (usually 18 months)

#### Programme content includes:

- Financial statements of limited companies
- Management accounting: budgeting
- Management accounting: decision and control
- Accounting systems and controls

#### Business skills:

- Working in teams
- Planning and delivering business communication activities
- Evaluate and improve own performance in a business environment
- Spreadsheet software
- Presentation software
- Deliver a presentation
- Organising and facilitating meetings and workshops
- Developing commercial awareness
- Managing project finances

And two optional specialist units selected from:

#### Business tax:

- Completing corporation tax returns and supporting computations for incorporated businesses, and understanding capital assets
- Understanding impact of legislation and legislative changes
- Understanding tax law and its implications for incorporated/unincorporated business

#### Personal tax:

- Analyse the theories, principles and rules that underpin taxation systems
- Calculate a UK taxpayer's total income
- Calculate income tax and National Insurance (NI) contributions payable by a UK taxpayer
- Account for capital gains tax
- Discuss the basics of inheritance tax

#### External auditing:

- Demonstrate an understanding of the principles of auditing
- Demonstrate the importance of professional ethics
- Evaluate the audited entity's system of internal control
- Evaluate audit procedures for obtaining audit evidence
- Evaluate the planning process
- Evaluate audit procedures

#### Cash and treasury management:

- Use statistical techniques and financial information to prepare forecasts of cash receipts and payments
- Prepare cash budgets and monitor cash flows within the organisation
- Evaluate the principles of cash management within the context of regulation and government monetary policies
- Evaluate ways of raising finance in accordance with organisational requirements
- Evaluate ways of investing surplus funds within organisational policies

#### Credit management:

- Use statistical techniques and financial information to prepare forecasts of cash receipts and payments
- Prepare cash budgets and monitor cash flows within the organisation
- Evaluate the principles of cash management within the context of regulation and government monetary policies
- Evaluate ways of raising finance in accordance with organisational requirements
- Evaluate ways of investing surplus funds within organisational policies

**What next?** Truro and Penwith College has a range of business skills and management qualifications. This provides a good route also to ACCA or CIMA.

**“Our Apprentice Kate has shown a lot of guts, as well as commitment to her own progression. She has become an incredible asset to the company, we have seen turnover go up by 10% since she started”**

Helen Hood Lang Bennetts



# Bench Joinery & Site Carpentry Apprenticeships

## Site Carpentry or Bench Joinery Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

The Level 2 Apprenticeship in Site Carpentry or Bench Joinery is designed to enable those who are employed as Site Carpentry or Bench Joinery apprentices to gain a formal qualification with training at college whilst working. This Level 2 Intermediate Apprenticeship will suit individuals who are starting a role as a Site Carpenter or Bench Joiner within a construction environment, offering a practical approach and a solid platform for anyone wishing to develop in this career path.

**Duration:** Two years (one day a week for 34 weeks per year at college) and assessment in the workplace.

### Programme content includes:

- Conforming to general health safety and welfare in the workplace
- Conforming to productive working practices in the workplace
- Moving, handling and storing resources in the workplace
- Erecting structural carcassing components in the workplace
- Installing first fixing components in the workplace
- Installing second fixing components in the workplace
- Maintaining non-structural carpentry work in the workplace
- Setting up and using transportable cutting and shaping machines in the workplace

- Manufacturing routine architectural joinery products in the workplace
- Marking out from setting out details for routine architectural joinery products in the workplace
- Producing setting out details for routine architectural joinery products in the workplace

**What next?** The Level 2 Apprenticeship in Site Carpentry or Bench Joinery has been designed to enable students to progress directly into employment in the construction sector as a Site Carpenter or Bench Joiner or advance to further studies at Level 3.

## Site Carpentry or Bench Joinery Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For individuals starting a role as a Site Carpenter or Bench Joiner within construction this programme provides practical training and assessment at work to ensure proficiency in a broad range of skills and meets the occupational requirements to pursue a career within the construction industry.

**Duration:** Two years (one day a week for 34 weeks per year at college) and assessment in the workplace.

### Programme Content includes:

- Conforming to general health, safety and welfare in the workplace
- Conforming to productive working practices in the workplace
- Moving, handling and storing resources in the workplace
- Erecting structural carcassing components in the workplace
- Installing first and second fixing components in the workplace
- Maintaining non-structural carpentry work in the workplace
- Setting up and using transportable cutting and shaping machines in the workplace

- Manufacturing routine architectural joinery products in the workplace
- Marking out from setting out details for routine architectural joinery products in the workplace
- Producing setting out details for routine architectural joinery products in the workplace

**What next?** Specialist programmes, business skills or management programmes in the construction sector as a Site Carpenter or Bench Joiner. This course will also suit existing Site Carpenters or Bench Joiners assisting them to gain a qualification that will enhance their career prospects or progress onto further study.



# Craft Masonry & Maintenance Apprenticeships

## Maintenance Operations Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This programme is for individuals in maintenance/caretaking roles who are carrying out general repairs and maintenance to brickwork, paint, plaster, woodwork and other elements of existing buildings.

**Duration:** Two year programme including one day per week in college with regular workplace visits and self-directed study.

### Programme content includes:

- Health, safety and welfare in construction.
- Principles of building construction, information and communication.
- Small-scale building repairs.
- Small-scale painting and decorating repairs.

- Small-scale plastering repairs.
- Small-scale plumbing repairs.
- Carpentry repairs.

**What Next?** Level 3 NVQ Diploma in Occupational Work Supervision or Level 4 NVQ Diploma in Construction Site Supervision or a range of more in-depth specialist programmes.

## Craft Masonry and Bricklaying Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This Level 2 Intermediate Apprenticeship will suit individuals who are starting a role as a Bricklayer or Craft Mason within a construction environment, offering a practical approach and a solid platform for anyone wishing to develop in this career path.

**Duration:** 2 years

### Programme content includes:

- Conforming to general health safety and welfare in the workplace
- Conforming to productive working practices in the workplace
- Moving, handling and storing resources in the workplace
- Erecting masonry structures in the workplace
- Setting out masonry structures in the workplace
- Erecting masonry cladding in the workplace

- Erecting thin joint masonry structures in the workplace
- Maintaining slate and tiled roofing in the workplace
- Producing external solid render finishes in the workplace
- Producing internal solid plastering finishes in the workplace
- Repairing and maintaining masonry structures in the workplace
- Placing and finishing non-specialist concrete in the workplace
- Installing drainage in the workplace

**What Next?** Craft Masonry and Bricklaying Apprenticeship Level 3

## Craft Masonry and Bricklaying Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This Level 3 Advanced Apprenticeship will suit individuals who are continuing a role as a Bricklayer or Craft Mason within a construction environment with a previous qualification offering a practical approach and a solid platform for anyone wishing to develop in this career path.

**Duration:** 18 months - 2 years

### Programme content includes:

Below is a list of units which can be undertaken, some of which are optional, and relate to the Apprentice's work environment:

- Confirming the occupational method of work in the workplace
- Confirming work activities and resources for an occupational work area in the workplace
- Erecting complex masonry structures in the workplace

- Setting out complex masonry structures in the workplace
- Developing and maintaining good occupational working relationships in the workplace

**What Next?** Employment in the construction sector as a Bricklayer or Craft Mason. This course will also suit existing Bricklayers or Craft Masons assisting them to gain a qualification that will enhance their career prospects.

# Plastering, Painting & Decorating Apprenticeships

## Painting and Decorating Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For individuals working in painting and decorating and provides a practical approach and a solid platform for anyone wishing to develop in this career path.

**Duration:** Two years (34 week courses per year with one day per week at College) and assessment in the workplace.

### Programme content includes:

- Conforming to general health, safety and welfare.
- Conforming to productive working practices.
- Moving, handling and storing resources.

- Applying paint systems by brush and roller.
- Preparing surfaces for painting/decorating.
- Erecting and dismantling access/working platforms.

**What next?** Painting and Decorating Advanced Apprenticeship Level 3 or a range of specialist construction or business skills programmes.

## Painting and Decorating Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For individuals continuing to work in painting and decorating following studies at Level 2 this programme provides a practical approach and a solid platform for anyone wishing to develop in this career path.

**Duration:** 18 month - 2 years (one day per week for 34 weeks per year at College) plus work based assessment.

### Programme content includes:

The programme includes, with some elements as optional:

- Confirming the occupational method of work in the workplace
- Applying paint systems to complex surfaces by brush
- Developing and maintaining good occupational working relationships in the workplace
- Hanging standard paper wallcoverings and wide-width vinyls in the workplace, including complex surfaces
- Producing and applying complex stencil designs
- Applying coatings by the air spray method
- Producing comb textured finishes

- Applying metal leaf to surfaces
- Producing quality replica marble finishes
- Hanging specialised paper wallcoverings
- Producing quality replica grained finishes
- Installing coving and decorative mouldings
- Applying coatings to produce textured finishes
- Producing broken colour effects
- Producing stencil designs using pre-cut stencil plates
- Producing straight grained effects
- Producing marbling effects

**What next?** The Level 3 Advanced Apprenticeship in Painting and Decorating.

## Plastering Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For individuals working in the construction industry and wanting to progress further and develop into a professional plasterer. This course helps you to learn, develop and practice the skills required for employment and career progression in plastering.

**Duration:** Two year programme including one day per week in College with regular workplace visits and self-directed study.

### Programme content includes:

- Principles of building construction
- Information and communication
- Apply plastering material to interiors

- Fix dry lining and plasterboards to interiors
- Laying sand and cement screeds and applying plastering materials to external backgrounds.

**What next?** A range of specialist construction programmes.





# Engineering Apprenticeships

## Mechanical Manufacturing Engineering Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This comprehensive programme for Mechanical Manufacturing Engineering including CNC, is for individuals working for hi-tech engineering companies making a wide range of manufactured parts to a high degree of quality and accuracy. The Apprenticeship is delivered by industry experts and provides a thorough grounding for the diverse world of engineering.

**Duration:** Two year programme, four years including progression to Level 3 with, one day per week in College.

### Programme content:

- Topics include:
- Machining components using milling and turning techniques
  - Using and interpreting engineering data and documentation

- Build and maintain positive working relationships
- Fitting and assembly techniques
- Turning and milling machining techniques and technology

**What next?** Advanced Apprenticeship in Engineering Manufacture and specialist engineering and business courses.

## Engineering Maintenance and Installation Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

You will be working within an engineering, food production or manufacturing environment starting your career in this area or with no formal training. The programme gives you the basic skills and mechanical and electrical knowledge you need to start a career in engineering. You will learn how to carry out basic maintenance and repair activities on both mechanical and electrical systems. You will need to be passionate and enthusiastic about engineering and have good personal organisational skills in order to complete the Apprenticeship. You must be capable of following instructions to carry out complex engineering tasks and overcome problems, whilst either working as part of a team or on your own.

You will:

- gain real and relevant experience within the industry whilst undertaking a qualification.
- gain an understanding of the latest maintenance technologies and auditable maintenance processes.

**Duration:** Two year programme with one day a week at College. Additional functional skills dates may apply (if applicable depending on previous qualifications).

### Programme content includes:

- Assure optimisation of the maintenance organisation structure
- Analysis of repetitive equipment failures
- Estimation of maintenance costs and evaluation of alternatives
- Forecasting of spare parts
- Assessing the needs for equipment replacements and establish replacement programmes when due
- Application of scheduling and project management principles to replacement programmes

- Assessing required maintenance tools and skills required for efficient maintenance of equipment
- Assessing required skills required for maintenance personnel
- Reviewing personnel transfers to and from maintenance organisations
- How to repair or replace components following machinery or systems breakdowns.
- Assessing and reporting safety hazards associated with maintenance of equipment

**What next?** Advanced Apprenticeship in Engineering Maintenance at Level 3.

## Welding and Fabrication Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This programme is for individuals working within a fabrication and welding role in manufacturing or production. You will be involved in making and building things from metal using methods such as cutting, shaping, and welding to join the metal parts of a fabrication together. You are likely to deal with development of complex fabricated items which require technical drawing skills, production and development of weld procedures, problem solving and design and research activities of fabricated components.

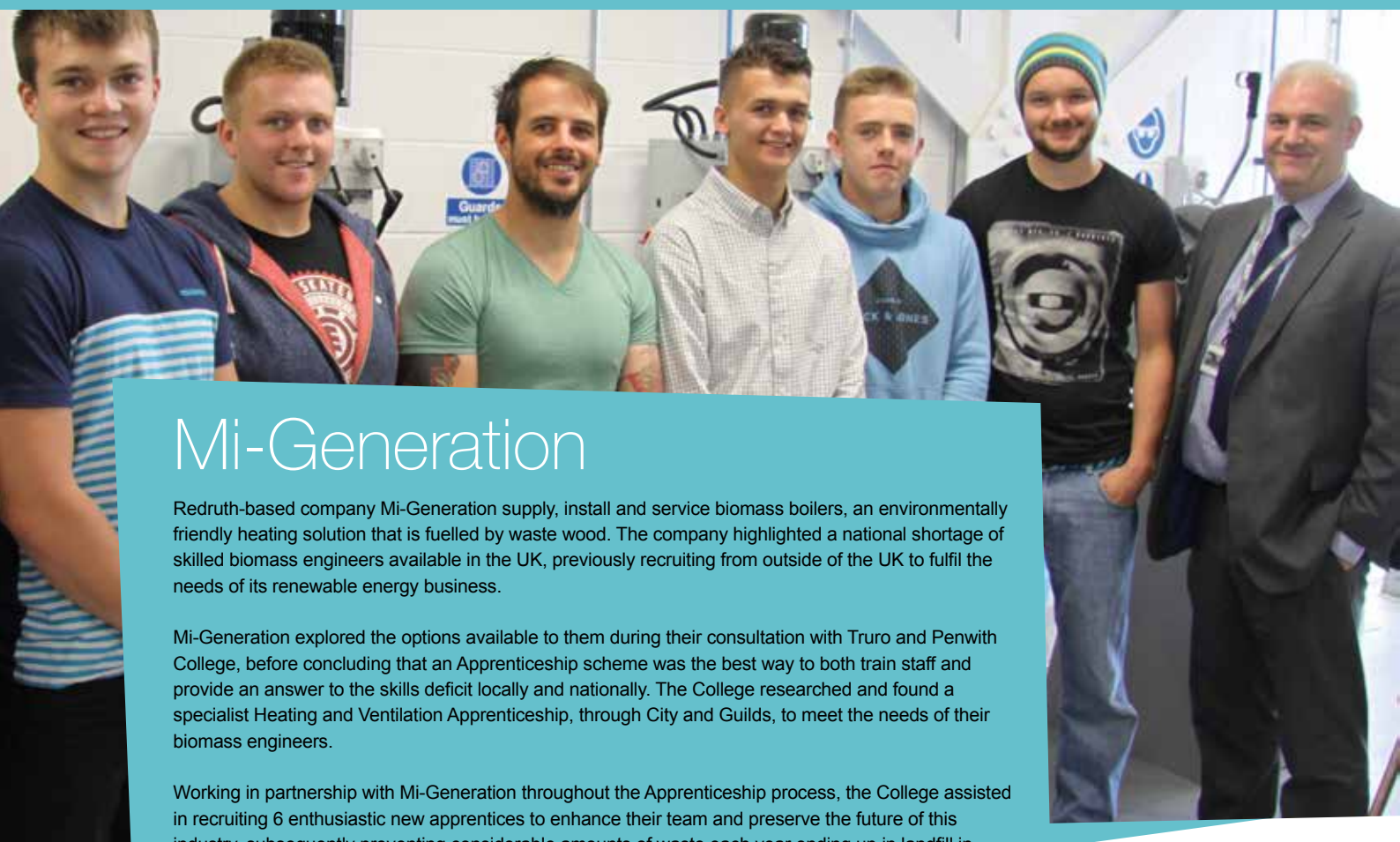
**Duration:** Two year programme including with one day per week in College.

### Programme content includes:

- The latest and high tech welding techniques in Metal Inert Gas (MIG), Tungsten Inert Gas (TIG) and Metal Arc welding
- Developing skills in fabrication and welding techniques

- Using and interpreting engineering data and documentation
- Build and maintain positive working relationships
- Health and safety

**What next?** Level 3 Advanced Apprenticeship or a range of technical short courses or business skills.



## Mi-Generation

Redruth-based company Mi-Generation supply, install and service biomass boilers, an environmentally friendly heating solution that is fuelled by waste wood. The company highlighted a national shortage of skilled biomass engineers available in the UK, previously recruiting from outside of the UK to fulfil the needs of its renewable energy business.

Mi-Generation explored the options available to them during their consultation with Truro and Penwith College, before concluding that an Apprenticeship scheme was the best way to both train staff and provide an answer to the skills deficit locally and nationally. The College researched and found a specialist Heating and Ventilation Apprenticeship, through City and Guilds, to meet the needs of their biomass engineers.

Working in partnership with Mi-Generation throughout the Apprenticeship process, the College assisted in recruiting 6 enthusiastic new apprentices to enhance their team and preserve the future of this industry, subsequently preventing considerable amounts of waste each year ending up in landfill in Cornwall. Claire Glynn, General Manager at Mi-Generation, commented: "The Apprentices bring new energy into our workforce and we're really looking forward to the positive impact they will have over the next two years with us."

The College's method of working together with employers to develop new apprenticeships means the resulting programmes will be driven by business demand, giving apprentices the vital skills desired by the sector they work for.



# Vehicle Maintenance Apprenticeships

## Vehicle Maintenance & Repair Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

The qualifications in this Apprenticeship are highly valued by the industry not only in the UK, but internationally, and are awarded by the Institute of the Motor Industry (IMI). As an apprentice, you could work for a dealership or work for an independent garage. The programme develops the skills to repair, modify, service or carrying out routine maintenance on cars and light commercial vehicles as well as providing customer facing communication skills. Apprentices will gain excellent technical knowledge on all of the systems fitted to a modern vehicle.

**Duration:** Two year programme including one day per week in College and with regular workplace visits and self-directed study.

### Programme content includes:

- Health and safety and good housekeeping in the automotive environment
- Support for job roles in the automotive work environment
- Materials, fabrication, tools and measuring devices used in the automotive environment
- Light vehicle maintenance
- Light vehicle engine mechanical, lubrication and cooling system units and components
- Light vehicle fuel, ignition, air and exhaust system units and components

- Removing and replacing light vehicle electrical units and components
- Removing and replacing light vehicle chassis units and components
- Removing and replacing light vehicle transmission and driveline units and components
- Identify and agree motor vehicle customer service needs
- Inspecting light vehicles using prescribed methods and skills in inspecting light vehicles using prescribed methods

**What next?** Motor Vehicle Maintenance and Repair Advanced Apprenticeship (Level 3).

## Vehicle Maintenance & Repair Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This qualification is for technicians wanting to improve their diagnostic skills who are working within the Automotive industry. It includes the diagnosis of complex system faults and advanced systems operation and provides essential knowledge for those working on light vehicles in any kind of garage. This qualification is suitable for anyone looking to become a diagnostic Technician or MOT Tester.

**Duration:** Two years including one day per week in College with regular workplace visits, online learning and self-directed study.

### Programme content includes:

- Engines, including lubrication systems, cooling systems and engine management systems
- Electrics, including Can Bus, flex ray and fibre optics systems
- Chassis units including ABS, ESP, advanced suspension and steering systems

- Transmission including clutches, manual and automatic gearboxes, final drive units and differentials
- Diagnose and rectify vehicle engine units and component faults
- Diagnose and rectify auxiliary equipment electrical faults

**What next?** A range of specialist, technical or business training programmes.





# Hospitality Apprenticeships

## The Rick Stein Academy

All hospitality students at Truro and Penwith College will have the opportunity to be part of the Rick Stein Academy. The Academy supports three key goals:

- Inspire and Inform: Engage with young people to raise awareness of the career opportunities within the hospitality industry
- Train and Develop: Students in the Academy will be offered a range of opportunities to develop as a hospitality professional, including attending Stein's Chef master classes and workshops, site visits to industry suppliers and work experience opportunities in Stein's Kitchens
- Employment and Progression: Exploring employment and further training opportunities with The Rick Stein Group in Padstow, Falmouth, Porthleven and Newquay.



*Rick Stein*

THE RICK STEIN ACADEMY

TRURO & PENWITH COLLEGE

**“There is no substitute for learning whilst working, as you quickly develop the skills you need to progress in the fast paced industry. We’re proud to support this Academy and work with those people who are passionate about great food and making people smile.”**

Rick Stein The Seafood Restaurant





## Professional Cookery Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For staff training as future chefs in fine/casual dining settings in restaurants, hotels and gastro pubs. The programme provides national recognised qualifications and the professional skills to progress within the sector. Training is delivered by industry experts, as well as providing opportunities to engage with the Rick Stein Academy.

**Duration:** One year (including 34 weeks with one day per week in College kitchens/restaurants).

### Programme content includes:

The programme contains an NVQ L2 Diploma in Professional Cookery and a L2 Certificate in Hospitality and Catering Principles and includes:

- Prepare, cook and finish basic dishes including fish and shellfish, poultry, meat, game, stocks and sauces, bread and dough, rice and pasta, soups, vegetables and pulses, hot and cold desserts, cakes and biscuits

- Health, safety and security of the working environment including food safety and hygiene practices
- Working as part of a team
- Maintain, handle and clean knives
- Ordering stock, setting up and closing kitchens.

**What next?** This Apprenticeship has been designed to enable individuals to progress into roles as a sous chef, commis chef or chef de partie.

## Professional Cookery Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This programme is for staff training as sous/senior chefs, working in fine/casual dining settings in restaurants, hotels and gastro pubs. Normally you will already have either at least nine months experience or have completed an Intermediate Level 2 Apprenticeship in Professional Cookery or Food Production and Cooking.

**Duration:** This is a 12-18 month programme including a 34 week course with one day per week in the College kitchens/restaurants.

### Programme content includes:

The programme is made up of 2 main qualifications - an NVQ L3 Diploma in Professional Cookery and a L3 Certificate in Hospitality and Catering Principles including:

- Team working and supervisory leadership
- Planning and producing healthy eating
- Prepare, cook and finish complex dishes including fish and shellfish, poultry, meat, game, hot and cold sauces, bread and dough, pasta, hot and cold desserts, canapés, cakes and pastries and patisserie.

- Developing recipes and menus
- Health, safety and security of the working environment including food safety and hygiene practices
- Cost menus, manage suppliers and making sourcing decisions

**What next?** Further specialist programmes or progression to hospitality supervision.

## Food & Beverage Service Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This package of nationally recognised professional qualifications is ideal for staff working front of house within restaurant, bars, hotel and pubs. The programme will develop your skills and knowledge for a successful career within the sector.

**Duration:** One year

### Programme content includes:

The programme is made up of 2 main qualifications - an NVQ L2 Diploma in Food and Beverage Service and a L2 Certificate in Hospitality and Catering Principles, with units covering:

- Prepare and serve wines and cocktails
- Prepare and serve hot drinks
- Provide counter, buffet, take-away and carvery service
- Provide table and silver service
- Managing stock

- Taking customer payment
- Positive customer service - creating a positive impression of the organisation
- Promote additional services, up-selling and resolve customer service issues
- Maintain health, safety and security of the working environment including food safety and hygiene practices
- Working as part of a team

**What next?** Progression to a Level 3 programme or to specialist or business courses.

Now is the time **Start your Career with an Apprenticeship**

Truro and Penwith College is working with hundreds of companies across Cornwall and has job vacancies available **NOW**  
See all our vacancies and apply at [www.truro-penwith.ac.uk/apprenticeshipvacancies](http://www.truro-penwith.ac.uk/apprenticeshipvacancies)

## Licensed Hospitality Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For staff working behind a bar or in customer facing roles employed in various licensed hospitality premises. You may be new to the role or not have received formal training in this area, or looking to progress your skills further. This rigorous programme is for individuals committed to developing their careers and gaining nationally recognised qualifications.

**Duration:** One year

### Programme content includes:

The programme includes the Diploma in Licensed Hospitality Skills and the Certificate in Licensed Hospitality Operations covering:

- Legal and social responsibilities of a personal licence holder
- Customer service excellence
- Customer and drinks service, beer and cellar quality
- Principles of providing a buffet and carvery service
- Understanding a business market, sales promotions and merchandising

- Understanding and selling wine
- Health and safety in the workplace and food safety in catering
- Alcohol and drugs awareness
- Conflict management
- Licensed hospitality operations

**What next?** Progression can be to the Level 3 Apprenticeships or to a variety of business skills, specialist hospitality or hospitality supervision programmes.

## Licensed Hospitality Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For those working behind a bar or in customer facing roles employed in various licensed hospitality premises who are working in or moving into a supervisory role. This rigorous programme is for individuals committed to developing their careers and gaining nationally recognised qualifications.

**Duration:** 12 - 18 months.

### Programme content includes:

- Developing working relationships with colleagues
- Lead a team to improve customer service; lead and manage meetings
- Maintain the health, hygiene, safety and security of the working environment
- Manage marketing and sales promotions, manage stock control and product storage in licensed hospitality
- Supervising drinks service in licensed hospitality premises

- Supervising food production and food service in licensed hospitality
- Recruiting, developing and managing staff in licensed hospitality
- Managing payments and cash handling in licensed premises
- Managing customer service in licensed hospitality
- Manage the environmental impact of work activities
- Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector.

**What next?** Progression from this qualification could lead into a supervisory or management role in the licensed hospitality industry.

## Hospitality Supervision and Leadership Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This programme is designed for Head Housekeeper, Head of Reception, Front of House Manager or Duty/Hotel Supervisor/Manager working in a variety of hospitality establishments including restaurant, hotel, cafes and pubs/pub chains. Normally you will already have either at least nine months experience working in the hospitality industry or have completed an Intermediate Level 2 Apprenticeship in Hospitality Services, or similar.

**Duration:** One year

### Programme content:

The programme includes the Diploma in Hospitality Supervision and Leadership and the Award in Hospitality Supervision and Leadership Principles covering:

- Leading a team to improve customer service, including briefings and meetings
- Developing effective working relationships with colleagues
- Training and developing the team
- Improving customer relationships building repeat business

- Supervising operations such as food and drink services, portering and concierge operations, housekeeping, functions and events, reservations and bookings
- Supervising and leading the team
- Developing recipes, menus and wine list
- Health, safety and security of the working environment including hygiene practices
- Manage the environmental impact of work activities.

**What next?** A range of management and business skills courses as well as specialist hospitality programmes are available.

**"I didn't like the idea of pure college based learning, I wanted to learn in a real kitchen. After choosing to do my Apprenticeship I haven't looked back. I would like to one day run my own restaurant, but first, get as much experience as I can by travelling the world to get a flavour of the different cultures and their foods."**

Mason Winwood Professional Cookery Apprentice at Gravy Boesti, Truro



# Hairdressing, Barbering, Beauty & Nails Apprenticeships

Delivering an exceptional service and educational experience in partnership with professionals:

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L'ORÉAL  
PROFESSEUR  
PARIS

REDKEN  
218 AVENUE NYC

Eve Taylor

Gerard's

Vtct



**“I work with the government and business groups to promote Apprenticeships as they are a fantastic way to learn, they give you a real solid foundation of skills and experience to build on.”**

Andrew Barton Celebrity hair stylist and creative consultant

## Barbering Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For staff working within hairdressing/barbering including cutting, styling, male colouring techniques and creating pattern work in the hair. You will learn the basic barbering techniques that are the foundation of becoming a successful barber. Your lessons will be held in a professional commercial salon environment. This qualification will provide you with the necessary knowledge, understanding and skills to work competently as a barber. Throughout this qualification you will ensure responsibility to reduce risks to health and safety, advice and consult with clients, shampoo, and condition and treat the hair and scalp, cut hair using basic barbering techniques, cut facial hair to shape using basic techniques and dry and finish men's hair.

**Duration:** 15 months including one day per week at College.

### Programme content includes:

- Advise and consult with clients
- Shampoo, condition and treat the hair and scalp
- Develop and maintain your effectiveness at work - taking responsibility for improving your performance at work and working well with your colleagues.
- Cutting men's hair - cutting skills to achieve a variety of looks and neckline finishes using club cutting, scissor over comb, clipper over comb, thinning and freehand techniques.
- Cut facial hair - cutting beards and moustaches.
- Dry and finish men's hair - styling techniques to dry men's hair to create a variety of finished looks.
- Create basic outlines and detailing in hair - clippers and cutting techniques.
- Colour and lighten men's hair - using semi-permanent, permanent and lightening products.

**What next?** Advanced Apprenticeship in Barbering.

## Beauty Therapy Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

The Intermediate Apprenticeship in Beauty Therapy was created with the aim of allowing learners to achieve a Level 2 qualification whilst gaining valuable experience working within the industry. The Apprenticeship will suit an individual who wants to start a career within the beauty industry.

**Duration:** This is a 15 month programme which includes a 34-week course with one day per week at College

### Programme content includes:

- Health and safety - to ensure that safe working practices are followed when working within a salon environment
- Promotion of services and products - a unit that will explore the benefits of cross selling to boost salon profits
- Reception - to cover all aspects of meeting and greeting clients, booking appointments and answering the phone
- Developing and maintaining the effectiveness of an individual at work - to develop the knowledge and skills of an individual to promote harmonious working relationships
- Facials - to learn about all aspects of facial skin care and massage
- Eyelash and eyebrow treatments - a unit covering tinting and tweezing for total care of lashes and brows

- Waxing - covering legs, bikinis, underarms and facial areas
- Manicures - including luxury treatments and effective varnishing techniques
- Pedicures - as above, but for the feet
- Makeup - covering day, evening and special occasion looks

**What next?** Entering work as a Beauty Therapist in a range of small and large salons, cruise ships, television or theatre, spas, department stores, or as an advisor for leading product companies, to name a few opportunities. Successful accomplishment of the Level 2 qualification can lead your progression toward Level 3 Advanced courses such as:

- Level 3 Beauty Therapy General
- Level 3 Nail Services
- Level 3 Theatrical, Special Effects, Hair and Media Make Up

## Beauty Therapy Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For individuals employed in spas and beauty therapy settings. This rigorous programme provides thorough training in a broad range of treatments keeping you up to date in a fast evolving industry. All training is in commercial salons with the latest industry equipment.

**Duration:** 15 months with one day per week at College.

### Programme content includes:

- Monitor procedures to safely control work operations
- Contribute to the planning and implementation of promotional activities
- Provide body electrical treatments

- Provide facial electrical treatments
- Provide body massage treatments
- Provide electrical epilation treatments
- Provide stone therapy treatments

**What next?** A range of specialist programmes as well as business skills and supervisory qualifications.



“This course has helped me develop life skills that will help me in future endeavours.”

Lauren Terry Hairdressing Level 3 Apprentice



**“I am confident that by training in realistic commercial settings Inspiration’s Apprentices will gain the skills needed in the Hair and Beauty industries and have excellent employment prospects.”**

Nic Robinson Vocational Training Charitable Trust



## Hairdressing Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For individuals employed within a hairdressing setting the Apprenticeship gives you the knowledge, skills and techniques to start your Hairdressing career. It focuses on all aspects of hairdressing including cutting, styling and colouring in line with current trends as well as skills such as, communication, personal presentation, time keeping and customer service. Your practical lessons will be held in a professional commercial salon environment.

**Duration:** 18 month programme with one day per week at College.

### Programme content includes:

- Advise and consult with clients - to determine their ideas and requirements.
- Shampoo, condition and treat the hair and scalp.
- Develop and maintain your effectiveness at work - improving your performance at work and working well with your colleagues.
- Style and finish hair - skills to style hair using blow drying and finger drying techniques.
- Set and dress hair - using a range of setting and dressing techniques to achieve a variety of looks.
- Cut hair - creating a variety of basic looks.
- Colour and lighten hair - using semi-permanent, permanent and lightening products including the ability to colour a full head, regrowth, highlight and lowlight effects.
- Perm and neutralise hair - carrying out basic perming and neutralising services to the satisfaction of your client.
- Plait and twist hair to achieve a variety of different looks
- Fulfil salon reception duties - welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and maintaining the reception area.

**What next?** The Advanced Apprenticeship in Hairdressing.

## Hairdressing Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For individuals working in hairdressing who have completed their Intermediate Apprenticeship or Level 2 and want to develop their skills to a more advanced level in all aspects of hairdressing.

**Duration:** 15-month programme with one day per week at College.

### Programme content includes:

- Creatively style and dress hair - using a variety of conventional and non-conventional styling and dressing techniques.
- Creatively cut hair using a combination of techniques.
- Creatively colour and lighten hair.
- Provide client consultation - providing a comprehensive consultation and advisory service to clients.
- Hair colour correction services.
- Develop, enhance and evaluate your creative hairdressing skills
- Cut men's hairstyles

**What next?** Develop managerial skills on the Salon Management qualification, further business skills or specific specialist training programmes.

## Nail Services Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

You will be employed and working within the beauty sector and during the training you will benefit from working within our commercially equipped nail bar, using professional products. You will also be encouraged to take part in competitions to gain further experience and confidence.

**Duration:** 15-month programme including one day per week at College.

### Programme content includes:

- Monitor procedures to safely control work operations.
- Enhance and maintain nails using UV gel.
- Enhance and maintain nails using liquid and powder.
- Contribute to the financial effectiveness of the business.
- Plan and create nail art designs.
- Develop a range of creative nail images.
- Plan and provide airbrush design for nails.
- Prepare and finish nail overlays using electric files.

**What next?** A range of management, business or specialist training courses.



# Health & Social Care Apprenticeships

## Health and Social Care Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

The Level 2 Intermediate Apprenticeship in Health and Social Care was created in partnership with City & Guilds, with the aim of allowing learners to gain the knowledge and in-depth understanding of the health and social care environment and its associated topics. The Intermediate Apprenticeship will suit those new to the sector or those who currently work in a health and social care role.

**Duration:** 12 - 18 months depending on experience and progress.

### Programme content includes:

- Understand person centred care planning
- Understand the role of the social care worker and your role as a professional practitioner
- Introduction to the duty of care
- Introduction to equality and inclusion
- Principles of safeguarding and protection
- The importance of handling information
- Mental Capacity Act/Deprivation of Liberty Safeguards - Reviewing legislation and the impact on the sector

- Dementia - the impact of this disease on all aspects of care and support
- Mental Health - forms of mental health and the impact on individuals and others in their social networks
- Safeguarding and Person Centred Planning - the importance of these within the context of the new Care Act
- End of Life - perspectives on death and dying, aims and principles of end of life care

**What next?** Health and Social Care Advanced Apprenticeship or a range of specialist health and care programmes.

## Health and Social Care Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

The Level 3 Advanced Apprenticeship in Health and Social Care was created in partnership with City & Guilds, with the aim of allowing learners to gain the knowledge and in-depth understanding of the health and social care environment and its associated topics. The Advanced Apprenticeship will suit learners if they work as a senior carer or senior support worker in a health and social care role.

**Duration:** 12 - 18 months depending on experience and progress.

### Programme content includes:

- Understand the process and experience of dementia
- Promote person centred planning and values within the organisation
- Principles for implementing duty of care
- Promote the principles of safeguarding and protection of vulnerable adults
- Promote equality and inclusion
- Promote good practice in handling information
- Mental Capacity Act/Deprivation of Liberty Safeguards - Reviewing legislation and the impact on the sector

- Dementia - the impact of this disease on all aspects of care and support
- Mental Health - forms of mental health and the impact on individuals and others in their social networks
- Safeguarding and Person Centred Planning - the importance of these within the context of the new Care Act
- End of Life - perspectives on death and dying, aims and principles of end of life care

**What next?** Specialist health and social care courses as well as supervisory or leadership programmes.

# Childcare & Early Years Educator Apprenticeships

## Childcare and Early Years Educator Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

The Childcare and Early Years Educator Intermediate Apprenticeship (Level 2) allows learners to gain the knowledge and in-depth understanding of the childcare sector. The Intermediate Apprenticeship is for staff new to the childcare sector or for those who have limited responsibilities and working under close supervision.

**Duration:** 12 months

### Programme content includes:

This is a nationally recognised qualification that provides a broad and thorough training programme for all Early Years and Childcare professionals and covers topics, such as:

- Safeguarding the Welfare of Children and Young People - Reviewing legislation and guidelines. How to respond to evidence or concerns that a Child or Young Person has been abused including e-safety
- Child and Young Person Development - Understand the main stages of child development 0 - 19 years
- Introduction to Equality and Inclusion - Understand how to work in an inclusive way

- Health and Safety - Understand policies and procedures and recognising risks and hazards
- Partnership Working - Understand the importance of partnership with carers
- Communication - barriers and strategies to improve communication
- Support Relationships with Children and Young People - Understand how to maintain and support relationships

Sessions are reviewed regularly and updated to meet the requirements of employers and learners in line with the sector.

**What next?** Childcare and Early Years Educator Advanced Apprenticeship (Level 3)

## Childcare and Early Years Educator Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For those working in a childcare setting e.g. nurseries, pre-schools, child minders, working on their own and/or supervising others. This qualification is required for anyone working in this sector and to complete you should have previous experience of the sector.

**Duration:** 12 - 20 months (dependant on progress)

### Programme content includes:

- Cache Level 3 Diploma for the Early Years Workforce (Early Years Educator)
- Level 2 ICT Functional Skills
- Level 2 Award in Employment Rights and Responsibilities
- Health and Wellbeing - Supporting healthy lifestyles through exercise and food and nutrition, promoting children's emotional well-being and understanding how to support children who are unwell.
- Legislation, framework and professional practice - Understanding safeguarding, health and safety, equality and inclusion and working in partnership.

- Play, development and learning for school readiness - The value of play, support children's transition to school, develop children's emergent literacy and mathematical skills and use longitudinal studies to observe, assess and plan for children's needs.
- Professional Development

Sessions are reviewed regularly and updated to meet the requirements of employers and learners.

**What next?** FdA Childhood Education (3 - 8 yrs) or FdA Children and Young People's Workforce (0 - 19 yrs) or BA Hons Education and Training Level 6 (top up).

**"We have had several Apprentices at Little Stars and have a better quality of care as a direct impact of the training. Our current staff love having new faces around the place and it has a positive impact on staff morale across the team. The Apprentices fit in seamlessly to our workforce and are a key contributor to a brilliant working environment"**

Kirsty James Little Stars Childcare



# Supporting Teaching & Learning in Schools Apprenticeships

## Supporting Teaching and Learning in Schools Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This programme is for learning support staff such as teaching assistant, classroom assistant, learning support assistant, additional needs assistant, pastoral/welfare support assistant, bilingual support assistant and foundation stage assistant. You will be working under the direction of the class teacher whose lesson planning and day-to-day direction set the framework within which you work.

**Duration:** One year

### Programme content includes:

- Schools as organisations - Reviewing policies and legislation and the impact on the sector.
- Child and young person development - knowledge of child development from birth to 19, and the factors which may affect development.
- Safeguarding the welfare of children and young people - reviewing legislation, guidelines and how to respond to evidence or concerns that a child or young person is being harmed or abused, including E-Safety.

- Support learning activities - support learning activities - with planning, delivery, assessment and review.

Sessions are reviewed regularly and updated to meet the requirements of employers and learners in the sector.

**What next?** The Advanced Apprenticeship as well as a range of short courses or regulatory training.

## Supporting Teaching and Learning in Schools Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

This qualification is suitable for experienced Teaching Assistants who support teaching and learning in a primary, secondary or specialist school. You will be working under the direction of a teacher but will also be able to use your own initiative. You will take part in the assessment of children's learning, contribute to planning, implement and evaluate learning activities and will work alongside the teacher to support whole class activities, as well as working with individual, or groups of, pupils.

**Duration:** 12-18 month programme of study depending on experience and progress.

You will have to choose a minimum of three optional units, with the possibility of specialising in Special Educational Needs

### Programme content includes:

- Child Development
- Safeguarding
- Assessment for Learning
- Promoting positive behaviour
- Supporting learning activities
- Support children and young people's health and safety
- Promote equality, diversity and inclusion

**What next?** Learners are able to progress onto Higher Level Teaching Assistant status (HLTA), the Foundation Degree in Children and Young People's Workforce (0-19 years), Foundation Degree in Early Childhood Education (0-8 years).



# Leisure Apprenticeships

## Activity Leadership Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This comprehensive programme is for individuals new to, or without formal training, working in the UK outdoors sector who are looking to become coaches and activity leaders.

**Duration:** One year with 22 sessions (one day a week) at College plus regular workplace visits.

### Programme content includes:

- YMCA Award Level 2 NVQ Certificate in Activity Leadership.
- BTEC Level 2 Award in Skills and Activities for Sport and Active Leisure (Outdoor Education or Sports Coaching pathways)

- Expedition experience
- Leading outdoor and adventurous activities
- Outdoor and adventurous activities

**What next?** Options include a range of specialist qualifications, business skills or regulatory training.

## Active Leisure Operations Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This comprehensive programme is for people who are new to or without formal training employed in the leisure industry.

**Duration:** One year with 20 sessions at College (1 day a week) plus regular workplace visits.

### Programme content includes:

- YMCA Award Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services.
- YMCA Award Level 2 Certificate in Leisure Operations.
- Understanding the active leisure and learning sector.

- Understanding employment rights and responsibilities.
- Customer care and diversity in active leisure.
- Health, safety, security and welfare in active leisure.
- Developing self in an active leisure job role.
- Teamwork in active leisure.

**What next?** A range of specialist training programmes as well as business skills and regulatory courses.

## Gym Instructor Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For individuals employed in the fitness industry looking to progress their career with a national recognised qualification. It will provide you with the skills and knowledge to structure and instruct safe, effective and motivating resistance training exercises and programmes.

**Duration:** One year with 13 days at College and regular workplace visits.

### Programme content includes:

- YMCA Award Level 2 NVQ Diploma in Instructing Exercise and Fitness - Gym Based Exercise
- YMCA Award Level 2 Certificate in Fitness Instructing - Gym Based Exercise
- Anatomy and physiology for exercise.

- Health, safety and welfare in a fitness environment.
- Principles of exercise, fitness and health.
- Know how to support clients who take part in exercise and physical activity.
- Planning gym based exercise.
- Instructing gym based exercise.

**What next?** Options include a range of specialist qualifications, business skills or regulatory training.

## Personal Trainer Advanced Apprenticeship (Level 3)

### Who is the course for and what are the benefits of attending?

For individuals who already have a Level 2 Certificate in Gym Instructing and wish to continue their professional development into personal training in a health club, sports/leisure centre environment or longer term work on a self-employed basis. It will provide you with the skills and knowledge to structure and instruct safe, effective, motivating, one to one, baseline assessment, nutritional advice and progressive programming specific to the individual needs of a client.

**Duration:** 1 year with 30 days at College plus regular workplace visits.

### Programme content includes:

- YMCA Award Level 3 NVQ Diploma in Personal Training
- YMCA Award Level 3 Certificate in Personal Training
- Anatomy and physiology for exercise.
- Health, safety and welfare in a fitness environment.
- Principles of exercise, fitness and health.
- Know how to support clients who take part in exercise and physical activity.

- Applying the principles of nutrition as part of a personal training programme.
- Programming personal training with clients.
- Delivering personal training.

**What next?** Options include a range of specialist qualifications, business skills or regulatory training.

## BF Adventure

BF Adventure is an outdoor activity centre that specialises in helping disadvantaged and disabled people in Cornwall believe in themselves and gain the skills to succeed at school or to find employment. After discussions with Truro and Penwith College Business, BF Adventure decided that the Active Leisure Apprenticeship was the right method for them to train new and existing staff.

The Active Leisure Apprenticeship has facilitated enhanced recruitment opportunities for BF Adventure, resulting in improvements across the organisation as a whole, allowing them to expand their workforce whilst invigorating existing staff too.

“As a charity, finance saving is important and Apprenticeships offer really cost effective employment solutions. We’ve met our target objectives which is to help young people and adults by giving these young people a career, whilst saving money. The other staff have had to up their game because the Apprentices are learning things so quickly, it’s had a really positive ripple throughout the whole charity.” says Tony Baker, BF Adventure Center Manager.

Apprentice Jake Tuff shared his enthusiasm about the Apprenticeship at BF Adventure after previously working there as part of an Entry to Employment scheme: “To come back to do an Apprenticeship here was amazing - it has been the best year of my life and the best change I could have made.”



# Jewellery Apprenticeships



## Jewellery Manufacture Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

This course is appropriate for any person within a jewellery business who wishes to develop skills in manufacturing jewellery. The qualification will provide proof of a basic ability, knowledge and understanding of the craft at a recognised standard. Such skills provide an insight into the construction of jewellery which would help both in manufacturing and retail.

**Duration:** One year

### Programme content includes:

- Workshop practices
- Understanding and interpreting drawing for manufacture
- Identifying common precious metals and alloys
- Using manufacturing processes and tools to construct jewellery and components

- Use tools to produce hand engraving
- Use techniques to identify and set stones
- Identify how new and emerging technologies impact on working practices in the jewellery industry
- Health and safety

**What next?** Advanced Apprenticeship or a range of business skills programmes.

# Warehousing Apprenticeships



## Warehousing and Storage Intermediate Apprenticeship (Level 2)

### Who is the course for and what are the benefits of attending?

For individuals working in a warehousing business in the logistics sector within a manufacturing, despatch, production or storage setting, undertaking a range of duties, including loading/unloading of vehicles, managing picking bays, storing stock and selecting/packing customer orders, ensuring goods are ready for dispatch on time.

**Duration:** One year

### Programme content includes:

- Preparing to receive deliveries - receiving goods
- Placing goods in storage
- Pick, wrap and pack goods
- Processing orders for customers and assembling orders for dispatch
- Stock control
- Security and loss prevention
- Sort goods and materials for recycling and/or disposal
- Keeping working areas clean

- Health, safety and security at work
- Understanding customer service
- Customer queries, complaints, dealing with conflict
- Dealing with difficult people
- Problem Solving, decision making, influencing and negotiation skills
- Teamwork and effective working relationships
- Time management

**What next?** Advanced Apprenticeship or a range of business skills programmes.



# Truro & Penwith College Business Apprenticeships

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twitter: @TruroApprentice

## Current Apprenticeship Programmes at Truro and Penwith College

### Business

Business Administration Level 2, 3 & 4

### Management

Management Level 3

### Medical & Legal Secretary

Legal Administration Level 3

Medical Administration Level 3

### Marketing

Marketing and Digital Marketing Level 3

Creative and Digital Media Level 3

### Customer Service & Retail

Customer Service Level 2 & 3

Retail Skills Level 3

### IT & Digital

Computing Technician ICT Level 3

Software Developer Level 3

### Accountancy

Accounting AAT Level 2, 3 & 4

### Bench Joinery & Site Carpentry

Site Carpentry or Bench Joinery Level 2 & 3

### Craft Masonry & Maintenance

Maintenance Operations Level 2

### Plastering, Painting & Decorating

Painting and Decorating Level 2 & 3

Plastering Level 2

### Engineering

Mechanical Manufacturing Engineering Level 2

Engineering Maintenance and Installation Level 2

Welding and Fabrication Level 2

### Vehicle Maintenance

Vehicle Maintenance & Repair Level 2 & 3

### Hospitality

Professional Cookery Level 2 & 3

Food & Beverage Service Level 2

Licensed Hospitality Level 2 & 3

Hospitality Supervision and Leadership Level 3

### Hairdressing, Barbering, Beauty & Nails

Barbering Level 2

Beauty Therapy Level 2 & 3

Hairdressing Level 2 & 3

Nail Services Level 3

### Health & Social Care

Health and Social Care Level 2 & 3

### Childcare & Early Years Educator

Childcare and Early Years Educator

Level 2 & 3

### Supporting Teaching & Learning in Schools

Supporting Teaching and Learning in Schools Level 2 & 3

### Leisure

Activity Leadership Level 2

Active Leisure Operations Level 2

Gym Instructor Level 2

Personal Trainer Level 3

### Jewellery

Jewellery Manufacture Level 2

### Warehousing

Warehousing and Storage Level 2

