

Apprenticeship in Business Administration



For further information, please contact the
Employer Solutions Team on 020 7573 5322
or email solutions@kcc.ac.uk

Introduction

This information guide will give you an overall picture of how Kensington and Chelsea College delivers Apprenticeships and of your involvement in that process.

Kensington and Chelsea College runs over 900 courses in four main Centres. The Business and Administration courses are run at our Wornington Centre which is situated in North Kensington. There is a wide range of accessible facilities including Café, Skills Centre and children's nursery.

Kensington and Chelsea College are engaged in a wide range of vocational training programmes designed to meet the needs of employers across a wide variety of sectors. We also offer assessment to the Learner on a 1:1 basis at your premises.

Kensington & Chelsea College have over 20 years experience of teaching Business and Administration so you have joined a course with experienced and helpful staff. All recruitment and training staff are appropriately qualified to advise, train, assess and support Learners to help them achieve their objectives. Our training staff are occupationally competent in the relevant sectors.

Government appointed Learning & Skills Councils fund the Apprenticeship programmes and, as a preferred provider, monitor our services to ensure consistently good practice in all areas of the training process.

Kensington and Chelsea College is also subject to inspections by OFSTED (a government appointed body); these inspections focus on the experience of the Learner. The inspection process occurs on a four-year cycle. These inspectors can be viewed on the OFSTED website www.ofsted.gov.uk .

The Assessor, Work Based Learning Manager and Internal Verifier will make visits to you as part of the ongoing quality monitoring process, but also would be pleased to hear from you at any time.

National Vocational Qualifications (NVQs)

NVQs have been developed by employers and industry experts to detail the benchmark of competence for job roles. They are work-related, competence based qualifications that are about:

- Doing a job properly, reflecting good working practices within an industry
- Understanding why it is done that way
- Being relevant to an individual's work
- Assessing competence whilst doing your job
- Being available to all

NVQs consist of:

- **Units** of competence of an area of work. Units are made up of Elements.
- **Elements** are specific statements about particular tasks to be performed, made up of Performance Criteria
- **Performance Criteria** tell the Learner and the Assessor the standards to which the elements are to be performed.

How Are NVQs Assessed?

Assessments will take place in the workplace and will be carried out by an appropriately qualified and experienced Assessor. Assessment procedures will, as far as possible, be integrated into the daily work routine with minimum disruption to your business. There will be a mixture of direct observation of everyday tasks and assessment of product evidence which builds into a portfolio. Evidence might include:

• Observation in the workplace	• Written assignments
• Oral questioning	• Video or audio tape evidence
• Witness Testimonies (written by colleagues who can validate the Learners practice)	• Third party evidence (where the Learner is identified)
• Accredited Prior Learning – i.e. where previous experience and/or qualifications can be referenced to the NVQ standards	

The first observation will be a general one, where the Assessor will observe the Learner carrying out routine task(s). The Assessor will then show the Learner how that observation meets the standards and give feedback on performance. The Assessor will judge whether they are competent or not yet competent. 'Not yet competent' does not mean that they have failed - they have simply not yet covered the full range required or demonstrated their knowledge and understanding fully. They will be shown how to achieve competency next time and agree an action plan with their assessor.

All assessment decisions are discussed with the Learner, and, where appropriate, the Supervisor/Employer. Where a Learner disagrees with an assessment decision, we have an appeals procedure which will be explained.

NVQ Level 2 in Business and Administration – C&G 4404

At level 2 the learner needs to complete 5 units, of which 2 are **mandatory** units and 3 are **optional** units. Kensington & Chelsea College offer the following optional units from the C&G 4404:

Unit	Unit Description	M = Mandatory O = Optional
201	Carry out your responsibilities at work	M
202	Work within your business environment	M
110	Ensure own actions reduce risk to health and safety	O
204	Manage diary systems	O
212	Use IT systems 2 (IT User)	O
213	Use IT to exchange information 2 (IT User)	O
214	Word processing software 2 (IT User)	O
215	Spreadsheet software 2 (IT User)	O
216	Database software 2 (IT User)	O
217	Presentation software 2 (IT User)	O
220	Operate office equipment	O
221	Prepare text from notes	O
224	Produce documents	O
225	Work effectively with other people	O

NVQ Level 3 in Business and Administration – C&G 4404

At this level the Learner needs to complete 6 units, of which 2 are **mandatory** units and 4 are **optional** units. Of the 4 optional units, **3** must be chosen from 303-324. Kensington & Chelsea College offer the following optional units:

Unit	Unit Description	M = Mandatory O = Optional
301	Carry out your responsibilities at work	M
302	Work within your business environment	M
110	Ensure own actions reduce risk to health and safety	O
204	Manage diary systems	O
212	Use IT systems 2 (IT User)	O
213	Use IT to exchange information 2 (IT User)	O
216	Database software 2 (IT User)	O
217	Presentation software 2 (IT User)	O
303	Supervise an office facility	O
308	Monitor information systems	O
309	Run projects	O
310	Research, analyse and report information	O
311	Plan, organise and support information	O
312	Make a presentation	O
314	Word processing software 3 (IT User)	O
315	Spreadsheet software 3 (IT User)	O
316	Website software 3 (IT User)	O
318	Design and produce documents	O
322	Prepare text from notes	O

Key Skills

Key Skills are the skills that are relevant to all jobs and industries. They include factors like communicating and using computers. They go alongside the specific skills of the job and make people more effective, all-round employees. They are therefore important to everyone in adult working life.

Key Skills form part of all Apprenticeships. Every Apprentice must achieve certain specified key skills before they can complete their Apprenticeship. The Key Skills are recognised national qualifications for which people get certificates. Your Apprentice will attend college regularly and work towards:

- Communication
- Application of Number

A Vital Role For Employers

Employers recognise that successful businesses need staff who can communicate effectively, both verbally and in writing and use numbers quickly, accurately and confidently.

Employers also have a crucial role in developing young people's key skills. As an employer you are unlikely to need to actually assess the evidence – rather your role is to give the apprentice opportunities to gather evidence through work activities.

How Are Key Skills Assessed?

Your employee will develop a portfolio of evidence for Key Skills. This will include evidence from their NVQ and assignments from their Technical Certificate.

They will also sit a short online test. This will take place at Kensington & Chelsea College and can be done at any time of the year.

Technical Certificate

The Technical Certificate for this Apprenticeship is the Certificate in Business and Administration. This award is designed to provide the underpinning knowledge required by the NVQ.

Apprentices will attend a college workshop regularly to develop their knowledge and understanding. Their tutor will give guidance and assistance on the assignments which are required to complete this qualification.

How is the Technical Certificate Assessed?

Apprentices will be required to complete a number of written assignments and will sit short online tests at Kensington & Chelsea College.

Level 2 Diploma in Business and Administration C&G 4412

For this qualification the Learner needs to complete 6 units, of which 4 are **mandatory** units and 2 are **optional** units:

Unit	Unit Description	M = Mandatory O = Optional
201	Business and communication systems	M
202	Legislation in the business environment	M
203	Develop self and organisation	M
204	Principles of business administration (online test)	M
205	Word-processing	O
206	Spreadsheets	O
207	Databases	O
208	Using the Internet	O
209	Presentation Graphics	O
210	<i>Computerised Accounts</i>	O

Level 3 Advanced Diploma in Business and Administration C&G 4412

For this Level 3 qualification the Learner needs to complete 6 units of 4 **mandatory** units and 2 **optional** units:

Unit	Unit Description	M = Mandatory O = Optional
301	Manage business and communication systems	M
302	Monitor and maintain the business environment	M
303	Develop self, others and organisation	M
D304	Principles of business administration (written)	M
305	Word-processing	O
306	Spreadsheets	O

Apprenticeship in Business & Administration

Framework Code: 102

Approval Date: July 2005

Mandatory Outcomes

Outcome	Ref	Title	To be achieved	Already Achieved
NVQ	100/5217/3	Business Administration Level 2		
Key Skills		Application of Number Level 1		
		Communication Level 2		
Technical Certificate	100/5790/0	Level 2 Diploma in Business Administration		
Employment Rights & Responsibilities		As part of Technical Certificate		

Advanced Apprenticeship in Business & Administration

Framework Code: 102

Approval Date: July 2005

Mandatory Outcomes

Outcome	Ref	Title	To be achieved	Already Achieved
NVQ	100/5218/3	Business Administration Level 3		
Key Skills		Application of Number Level 2		
		Communication Level 2		
Technical Certificate	100/5791/2	Level 3 Advanced Diploma in Business Administration		
Employment Rights & Responsibilities		As part of Technical Certificate		

Individual Learning Plan

At the start of their training programme, each Learner participates in an Initial Assessment. This will involve:

- An interview to discuss their experience and interests
- Review of their role and job description
- Skill Scan to give an overview of opportunities for assessment in the workplace
- Literacy and numeracy screening to determine any support needs
- Collection of basic evidence such as copies of any prior qualifications

This information will enable the assessor and learner to draw up an Individual Learning Plan detailing qualifications to be taken and targets towards.

Progress Reviews

The Individual Learning Plan is reviewed regularly – your employee will have regular Progress Reviews an opportunity to discuss progress to date and set targets for the next period. This aspect of the training programme is as important as the training and assessment process as it gives all involved the opportunity to reflect on what has been learnt and to decide on future action.

Employers are required to be actively engaged in Progress Reviews and Kensington and Chelsea College will support both Learner and Employer in this process.

The Progress Review is also an opportunity to raise awareness of Health & Safety and Equal Opportunity issues, identify training needs and develop the rapport between participants.

You and your employee will each receive a copy of the Progress Review for your records.

Visits To The Workplace

You and your employee will be visited regularly at work by an Assessor. All our Assessors are appropriately experience and qualified and have been check against the Criminal Records Bureau data.

Visits to the workplace are by appointment only and are agreed upon as a three-way process between Employer/Supervisor, Learner and Assessor. All training programmes are individually agreed, however an 'average' appointment will include.

- A planned on-the-job observation.
- Assessment of the Apprentice's portfolio of evidence
- Target setting and planning for the next visit
- A check of premises Health & Safety
- A written record of review detailing action(s) to be taken by Tutor, Learner and Employer/Supervisor between visits.

Timing of appointments are arranged between supervisors, Kensington and Chelsea College staff and the Learner in an attempt to accommodate everyone's needs. Appointments are usually made every 4 to 6 weeks depending on the Learner's agreed assessment timetable.

Workshops

Your employee will attend regular workshops at Kensington and Chelsea College. These workshops will provide a range of learning opportunities and can be tailored to their individual needs.

It is vital that they attend scheduled workshops in order to make satisfactory progress towards their Apprenticeship Framework. Your co-operation in releasing your employee for workshops is necessary as they are a requirement of the programme.

The workshops will focus on achievement of the Technical Certificate and the Key Skills. As far as possible we contextualise the Key Skills to reflect Apprentices' job roles.

Apprentices will have access to the full range of facilities at Kensington & Chelsea College, including Skills Centres, cafes, additional learning support, student intranet and e-portfolios.

Throughout the training process, identified learning needs will need to be addressed, these may be vocationally specific, individual or general (i.e. Equal Opportunities, Health & Safety etc). You as the Employer may address these needs in the workplace, and where this is the case, documentation on the Individual Learning Plan will be required. Kensington and Chelsea College will work with the Learner and you to establish how, when and who will deliver the required training.

Formal lesson plans will be developed and a structured timetable for the delivery of such training will be made available. We actively encourage the involvement of Employers, and would welcome attendance, ideas and feedback on the relevance of our training programmes.

Progression

Apprenticeships are considered to be an appropriate entry route onto other courses and professions. On completion of training with Kensington and Chelsea College, we would be pleased to discuss progression routes with you and the Learner.

An Apprenticeship is a good start in the world of work, which can open up a range of further opportunities. It may be possible for the Learner to move on to an Advanced Apprenticeship or broaden their education and training in other ways. This could be an opportunity for you to 'grow' your own staff, for example staff who are qualified at NVQ level 2 and can now work towards level 3.

Advice, Support and Careers at Kensington and Chelsea College will provide the Learner with all the information and guidance to prepare them for progression in their career. They will advise them as to where they can progress as well as how to further their studies. This will also be done in consultation with you the employer as to the opportunities that you will be able to offer the Learner. Kensington and Chelsea College has a range of courses (full or part time) including Access to Business and Management.

Entry Criteria

1) All apprentices must:

- Be resident in the UK for last 3 years
- Be employed for more than 6 hours per week
- Work in a Business and Administration role

2) Apprentices at Level 2 must:

- Meet the criteria set out in 1) above
- Be working at level 2 in a role which will provide sufficient opportunity for assessment (a skill scan will show how learners meet this criteria)
- Meet one of the following
 - Minimum GCSE English and Maths at grades D-G
 - Or Skills for Life / ESOL qualification at Entry 3 / Level 1
 - Or score between 53-72 on literacy initial assessment and 35-50 on numeracy initial assessment

3) Advanced Apprentices at Level 3 must:

- Meet the criteria set out in 1) above
- Be working at level 3 in a role which will provide sufficient opportunity for assessment (a skill scan will show how learners meet this criteria)
- Meet one of the following
 - Minimum GCSE English and Maths at grades D-G
 - Or Skills for Life / ESOL qualification at Level 1
 - Or score between 66-72 on literacy initial assessment and 45-50 on numeracy initial assessment

All candidates will be have a thorough initial assessment before being accepted on the course which will include:

- interview
- discussion of CV and job description
- skill scan
- literacy and numeracy screening
- eligibility screening

You will be provided with feedback on the process if you are not accepted onto the programme. We will provide recommendations on next steps for those who do not meet the entry criteria.

Commitment

Kensington and Chelsea College expects commitment from all involved in the training process, this includes:

For the Learner

- Keeping appointments
- Attending training sessions
- Being punctual for training
- Building a portfolio and bringing it to every appointment with your Assessor
- Whenever practicable keeping to assessment plans
- Understanding that failure to progress with the programme due to lack of commitment could result in the programme being withdrawn. The Learner must keep his/her Trainer/Assessor informed of any difficulties that may affect progress in order for us to help.

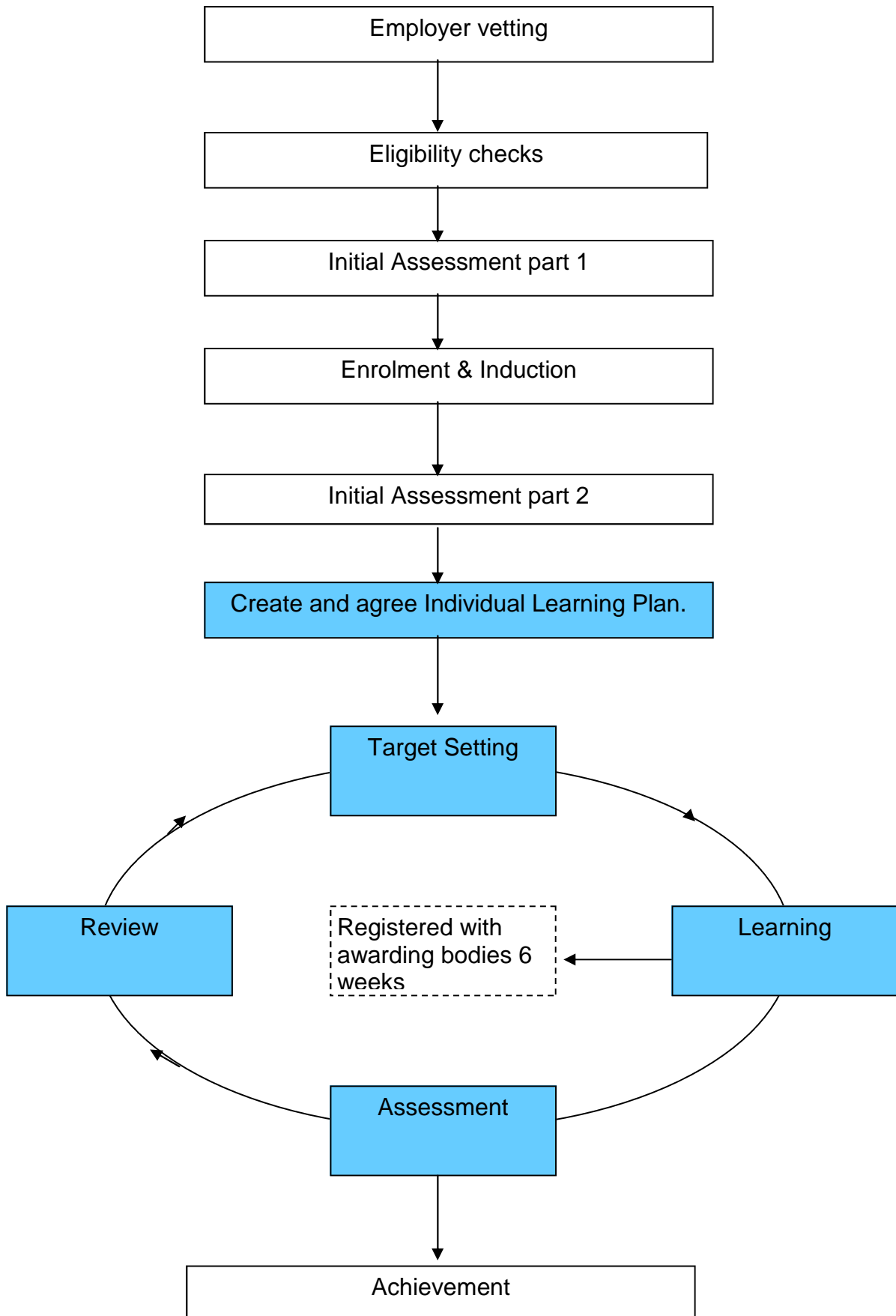
For the Employer

- To provide the apprentice with a working environment and job role/activities, within which it is possible to achieve the apprenticeship.
- Ensuring release from the workplace for the Learner to attend training sessions
- Actively promote the value of the apprenticeship within the organisation and ensure that all staff are fully aware of the needs of the apprentice.
- Ensuring key personnel (i.e. supervisor) are available to be involved in review process
- Support in the work-place i.e. offering in-house training, assistance with assignments
- Working with Trainer/Assessor and Learner to adhere to the agreed training programme
- Undertake legal and contractual responsibilities for the health and safety of the apprentice
- Ensure equal opportunities policies are adhered to.

In return Kensington and Chelsea College will:

- Give equal and fair treatment to all, irrespective of their gender, personal beliefs, background to disability
- Give the Learner and the Employer an induction, which will ensure all parties fully understand the programme.
- Provide training that is of a high standard and helps you to learn effectively
- Ensure that the training is well organised
- Provide the Learner and Employer with good support throughout the programme
- Assess the Learner fairly and appropriately through a variety of methods best suited to the Learners and Employers needs
- Give the Learner and Employer regular feedback
- Advise the Learner and Employer of progression when the programme has been completed.
- Issue appropriate protective equipment, tools and materials – to enable you the apprentice to complete their training in a safe and secure environment

The Apprentice's Journey



Health and Safety

Kensington and Chelsea College undertakes to train the Learner into safe working practices both when in the centre and in the work place.

1. As part of the pre-vetting process, the WBL Training Adviser will be required to complete a comprehensive Health and Safety Assessment at the Learner's work place. This must happen before the Learner joins the Apprenticeship programme.
2. Any Health and Safety issues arising as part of the pre-vetting process will be discussed with you, the employer, and actions agreed to ensure a safe working environment. Failure to comply with Health and Safety regulations will result in the Learner not being accepted onto the Apprenticeship programme.
3. Once the pre-vetting process has been successfully completed, the WBL Training Adviser will carry out an induction with the Learner.
4. During the induction, the WBL Training Adviser will discuss Health and Safety in the work place with the Learner. In particular, they will look through and discuss information provided in the BE SAFE booklet. The Learner will be required to complete the BE SAFE booklet in their own time, ready for the first visit by the Assessor.
5. As part of the Apprenticeship programme, the Learner will be attending day release at one of our Training Centres. On their first day of the course, the Learner will be inducted to college procedures for Health and Safety including Evacuation, First Aid and reporting accidents or injuries.
6. You, the employer, are responsible for explaining Health and Safety procedures in the work place and for ensuring that those procedures are adhered to. Please make sure that the Learner is aware of who is responsible for Health and Safety and First Aid in the workplace, including injuries and accident reporting procedures.
7. After the induction, regular reviews will take place between the Learner and the Assessor approximately every 4-6 weeks. During the review, the Assessor will review Health and Safety in the work place. Any Health and Safety matters will be discussed with the Learner as part of this process. If necessary the Assessor will raise concerns directly with you, the employer.
8. Health and Safety is an ongoing process and Kensington and Chelsea College staff will continue to monitor Health and Safety during the Learner's training programme, both in the workplace and in the Training Centres, to ensure that good safe practices is upheld.

Equal Opportunities

As with Health & Safety, we wish to further the Learners' understanding of the issues surrounding Equality of Opportunity. We will continue to monitor their understanding of this important area and will provide training as an integral part of their learning programme.

Kensington and Chelsea College is an Equal Opportunities College and believes that equal opportunities for all are essential to good education and employment. It is concerned with enabling individuals to achieve their full potential. Individuals or groups are entitled to work and learn in an environment free from harassment and discrimination,

The College aims to operate a fair and effective procedure for feedback and appeals there is a separate leaflet called 'Procedures for Complaints, Comments and Suggestions which gives you and your Learner information on what to do if you have a suggestion, a concern, a complaint or you or your Learner are unhappy. Alternatively should you have any concerns regarding equality of opportunity and/or harassment, please do not hesitate to contact your assessor or Training Adviser

Kensington and Chelsea College also as part of its commitment to equality of opportunity regularly reviews the support and services to ensure that people with disabilities and or learning difficulties have access, to the full range of learning opportunities and facilities which the college offer to suit individual needs which the college offer.

Trade Unions can make an important contribution to the success of the training programme by being positively involved and can be an important source of help and advice. Your Learner may join a union if they are eligible to do so under its rules. If the Learner is eligible to join a Trade Union, they may do so at any point during their training programme

Who's Who And Contact Details

The roles and responsibilities of the various people that you and your Apprentice may come into contact with:

The Training Adviser

The Training Adviser is responsible for the recruitment of Learners. The Training Adviser will help you to complete the necessary paperwork with you, in order for your Learner start this programme. They will ensure that the place of work meets Health & Safety requirements. The Training Adviser will visit from time to time during the programme to ensure that Health & Safety standards are being maintained. Please feel free to contact them at any point.

The Assessor

Kensington and Chelsea College Assessors are vocationally experienced and appropriately qualified to judge whether or not the Learner meets the national standards. The assessors will work in partnership with the tutor to ensure that the Learner is succeeding in all parts of their programme. The Assessor will assist and guide the Learner in preparation for an assessment. This will include completing assessment plans, undertaking the assessment, making a decision as to whether the Learner is competent and providing clear and concise feedback and action planning

The Tutor

The tutor is an appropriately experienced and qualified teacher at Kensington & Chelsea College. They will deliver the Workshops. They will assist in the development of the Individual Learning Plan, plan and mark written assignments.

The Internal Verifier/ Centre Co-ordinator

The Internal Verifier monitors and samples the work of the assessors to ensure consistency. You will meet the Internal Verifier at least once during training, and they will observe the Assessor and ask questions regarding assessments and progress of the Learner. They liaise with the External Verifier at the awarding body

The Internal Verifier should be contacted if you are unhappy with an assessment or an assessment decision – please see the appeals procedure.

The Work Based Learning Manager

The Work Based Learning Manager is responsible for co-ordinating and monitoring Work Based Learning Apprenticeship programme. Our monitoring process will also include accompanied visits to your premises, where the Manager will observe the training and assessment process. If you have any queries or complaints about the programme or any College staff please contact the Work Based Learning Manager.

Head of Department

The Head of Department is responsible for all the courses that are run in your Learner's vocational area. They will monitor the lessons that your Learners attend in college to ensure they are of a high quality and meet the necessary requirements.

The External Verifier

The External Verifier is employed by the Awarding Body to maintain consistent standards across the qualification the Learner is working towards. This validates all NVQs regardless of where they are achieved. An External Verifier, they visit our centres three or four times a year during which time they will meet a representation of Learners.

The Learning + Skills Council

The Learning + Skills Council provide Government funding towards the cost of Apprenticeships. In addition to this, they ensure that the quality of the training that the Learner is given is of the required standard. You may meet a Learning + Skills Council representative as they visit Kensington and Chelsea College regularly and carry out audits and quality monitoring to assure the quality of the service that you receive from Kensington and Chelsea College.

If you have been through our complaint procedure and are still not satisfied with the outcome you can contact the Learning & Skills Council on 0845 019 4144

Sylvia Momoh

Employer Responsive Learning Manager
s.momoh@kcc.ac.uk
Tel: 020 7573 5387

Sanjid Ahmed

Training Adviser
Tel: 020 7573 5322

Jo Jacob

Employer Solutions Team Manager
j.jacob@kcc.ac.uk
Telephone: 020 7573 5310

Useful Websites

We have compiled a list of websites that you may find useful.

Kensington and Chelsea College
www.kcc.ac.uk

Learning and Skills Council
www.lsc.gov.uk

Health and Safety Executive
www.hse.gov.uk

Department of Trade and Industry
www.dti.org.uk

Job Centre Plus
www.jobcentreplus.gov.uk

Check the rules on the minimum wage to ensure you are complying on

www.dti.gov.uk/er/nmw

To receive a detailed guide phone **0845 8450 360**

To discuss a particular situation or with a query phone **08456000 678**

Equality and Diversity
Information on the Disability Discrimination Act
Are you complying? For further information and guidance:
www.lsc.gov.uk and follow the links.

www.city-guilds.org.uk

www.bbc.co.uk

www.channel4.co.uk

www.cfa.uk.com Council for Administration

www.smartscreen.co.uk

Professional Development

Create programmes tailored to your organisation's needs in a range of learning areas:

- Diploma in Management
- Introductory Diploma in Management
- Introductory Certificate in Management
- NVQ in Team Leading
- NVQ in Management
- Skills for Life – Literacy, Numeracy or ESOL

Kensington and Chelsea College offers a wide variety of courses and bespoke programmes accredited or approved by the following bodies:

- Cache
- Chartered Institute of Personnel & Development (CIPD)
- Chartered Management Institute (CMI)
- CITB Construction Skills
- City & Guilds
- CompTIA
- Construction Skills CSCS Card
- Health & Safety Executive First Aid
- Institute of Leadership & Management (ILM)
- Novell
- Sage

Train to Gain

We can provide funded and subsidised training for your employees - NVQ level 2 or 3.

- Business Administration
- Children's Care Learning & Development
- Construction
- Customer Service
- Hairdressing
- Health & Social Care
- Heritage Care & Visitor Services
- ITQ
- Management
- Playwork
- Team Leading
- Skills for Life – Literacy or Numeracy
- Skills for Life – English (ESOL)

Apprenticeships^{1`}

Apprenticeships equip young people with the skills and knowledge to do the job better. As they are motivated they work harder and more effectively for your business. Funded development programmes for staff aged 16-24 – NVQ level 2 or 3.

- Business Administration
- Creative & Cultural
- Children's Care Learning & Development
- Construction
- Hairdressing
- Health & Social Care
- IT
- Playwork

Learning at Work

We can provide informal and fun sessions for your employees to complement your staff development programme or meet particular business needs.

To find out more about how the Employer Solutions Team can help your business to achieve outstanding results through training and development, contact:

solutions@kcc.ac.uk

020 7573 5322

www.kcc.ac.uk/info/employer

I _____ acknowledge receipt of the following

Employer's Programme Guide	(Please tick)
----------------------------	---------------

Employer's Signature	Date
Company Name	
Kensington and College Rep Signature	Date