

JHP TRAINING – TIER 3 (PRE-APPRENTICESHIP) INFORMATION

Provider Name:	JHP Training
Location:	Halifax
Vocational Area:	Administration
Full qualifications/units available as part of curriculum:	<p><u>GOAL Level 2 NVQ in Business and Administration</u></p> <p>UNIT 1 Carry out your responsibilities at work</p> <p>UNIT 2 Work within your business environment</p> <p>UNIT 3 Ensure your own actions reduce risks to health and safety (ENTO)</p> <p>UNIT 4 Manage customer relations</p> <p>UNIT 5 Manage diary systems</p> <p>UNIT 6 Organise business travel and accommodation</p> <p>UNIT 7 Deal with visitors</p> <p>UNIT 8 Process customer financial transactions (FSSC)</p> <p>UNIT 9 Operate credit control procedures (FSSC)</p> <p>UNIT 10 Store, retrieve and archive information</p> <p>UNIT 11 Research and report information</p> <p>UNIT 12 Organise and support meetings</p> <p>UNIT 13 Use IT Systems (IT User)</p> <p>UNIT 14 Use IT to exchange information (IT User)</p> <p>UNIT 15 Word processing software (IT User)</p> <p>UNIT 16 Spreadsheet software (IT User)</p> <p>UNIT 17 Database software (IT User)</p> <p>UNIT 18 Presentation software (IT User)</p> <p>UNIT 19 Specialist or bespoke software (IT User)</p> <p>UNIT 20 Use a telephone system</p> <p>UNIT 21 Operate office equipment</p> <p>UNIT 22 Prepare text from notes</p> <p>UNIT 23 Prepare text from shorthand</p> <p>UNIT 24 Prepare text from recorded audio instruction</p> <p>UNIT 25 Produce documents</p> <p>UNIT 26 Work effectively with other people</p> <p>UNIT 110 Ensure your own actions reduce risks to health and safety</p>
Details of extended work experience opportunities:	<p>Learners will be offered a range of work tasters/placements to gain experience in their desired vocational area. This will also contribute to the development of learner's knowledge and understanding, alongside the completion of the technical certificate which will be embedded into Keyskills completion. Learners will be given the option to complete Keyskills / technical certificate through ENVQ to develop their practical skills. Learners will also be given the opportunity to take part in input sessions with specialists from the vocational area.</p>

Intended full apprenticeship route as destination:	<u>GOAL Level 2 NVQ in Business and Administration</u> 2 Mandatory Units 3 Optional Units <u>Keyskills</u> Application Of Number Level 1 Communication Level 2 <u>Technical Certificate</u> Business and Administration Level 2
Contact for referrals:	Sarah Gregg - 07525991292 Pam Morris - 01422 357461

Provider Name:	JHP Training
Location:	Halifax
Vocational Area:	Children's Care Learning and Development
Full qualifications/units available as part of curriculum:	Unit 1 Contribute to positive relationships Unit 2 Help to keep children safe Unit 3 Support children's development Unit 4 Use support to develop own practice in children's care, learning and development Unit 5 Prepare and maintain environments to meet children's needs Unit 6 Support children's play and learning Unit 7 Contribute to the effectiveness of teams Unit 8 Support the development of babies and children under 3 years Unit 9 Support a child with disabilities or special educational needs Unit 10 Support children and young people's play
Details of extended work experience opportunities:	Learners will be offered a range of work tasters/placements to gain experience in their desired vocational area. This will also contribute to the development of learner's knowledge and understanding, alongside the completion of the technical certificate which will be embedded into Keyskills completion. Learners will be given the option to complete Keyskills / technical certificate through ENVQ to develop their practical skills. Learners will also be given the opportunity to take part in input sessions with specialists from the vocational area.
Intended full apprenticeship route as destination:	<u>Children's Care Learning and Development</u> 6 Mandatory Units 1 Optional Unit <u>Keyskills</u> Application Of Number Level 1 Communication Level 1 <u>Technical Certificate</u> Children's Care Learning and development Level 2
Contact for referrals:	Sarah Gregg - 07525991292 Pam Morris - 01422 357461

Provider Name:	JHP Training
Location:	Halifax
Vocational Area:	Customer Service
Full qualifications/units available as part of curriculum:	<p>Unit 1 Prepare yourself to deliver good customer service</p> <p>Unit 5 Provide Customer Service within the rules</p> <p>Unit 6 Recognise and deal with customer queries, requests and problems</p> <p>Unit 8 Know the rules to follow when developing customer service</p> <p>Unit 9 Give customers a positive impression of yourself and your organisation</p> <p>Unit 10 Promote additional services or products to customers</p> <p>Unit 11 Process customer service information</p> <p>Unit 12 Live up to the customer service promise</p> <p>Unit 13 Make customer service personal</p> <p>Unit 14 Go the extra mile in customer service</p> <p>Unit 15 Deal with customers in writing or using ICT</p> <p>Unit 16 Deal with customers face to face</p> <p>Unit 17 Deal with customers by telephone</p> <p>Unit 21 Deliver reliable customer service</p> <p>Unit 22 Deliver customer service on your customer's premises</p> <p>Unit 23 Recognise diversity when delivering customer service</p> <p>Unit 31 Resolve customer service problems</p> <p>Unit 36 Develop customer relationships</p> <p>Unit 37 Support customer service improvements</p> <p>Unit 38 Develop personal performance through delivering customer service</p> <p>Unit 39 Know the rules to follow when developing customer service</p>
Details of extended work experience opportunities:	Learners will be offered a range of work tasters/placements to gain experience in their desired vocational area. This will also contribute to the development of learner's knowledge and understanding, alongside the completion of the technical certificate which will be embedded into Keyskills completion. Learners will be given the option to complete Keyskills / technical certificate through ENVQ to develop their practical skills. Learners will also be given the opportunity to take part in input sessions with specialists from the vocational area.
Intended full apprenticeship route as destination:	<p><u>NVQ Level 2 In Customer Service</u></p> <p>2 Mandatory Units</p> <p>5 Optional Unit</p>

	<p><u>Keyskills</u> Application Of Number Level 1 Communication Level 1</p> <p><u>Technical Certificate</u> Customer Service Level 2</p>
Contact for referrals:	<p>Sarah Gregg - 07525991292</p> <p>Pam Morris - 01422 357461</p>

Provider Name:	JHP Training
Location:	Halifax
Vocational Area:	Information Technology Qualification
Full qualifications/units available as part of curriculum:	Unit 1 Make selective use of IT Unit 2 Use IT systems Unit 3 Operate a computer Unit 4 IT trouble-shooting for users Unit 5 IT maintenance for users Unit 6 IT security for users Unit 7 Use It to exchange information Unit 8 Internet and intranets Unit 9 Email Unit 10 Word processing software Unit 11 Spreadsheet software Unit 12 Database software Unit 13 Website software Unit 14 Artwork and imaging software Unit 15 Presentation software Unit 16 Specialist or bespoke software Unit 17 Evaluate the impact of IT
Details of extended work experience opportunities:	Learners will be offered a range of work tasters/placements to gain experience in their desired vocational area. This will also contribute to the development of learner's knowledge and understanding, alongside the completion of the technical certificate which will be embedded into Keyskills completion. Learners will be given the option to complete Keyskills / technical certificate through ENVQ to develop their practical skills. Learners will also be given the opportunity to take part in input sessions with specialists from the vocational area.
Intended full apprenticeship route as destination:	<u>NVQ Level 2 In Customer Service</u> 1 Mandatory Unit Optional Unit's amounting to 130 units <u>Keyskills</u> Application Of Number Level 1 Communication Level 1 <u>Technical Certificate</u> Information Technology Qualification Level 2
Contact for referrals:	Sarah Gregg - 07525991292 Pam Morris - 01422 357461

JHP TRAINING – TIER 3 (PROSPECTS) INFORMATION

Provider Name:	JHP Training	Programme length:	8 Weeks
Location:	Halifax	Group Size	
Key Skills development / consolidation	<p>Keyskills are developed from day one starting with initial assessment through to diagnostic testing, work book completion, portfolio building and on line testing. Various resources are used to develop skills e.g. Move on, KSSP, Keyskills 4 u Learners, Keyskills builder depending upon individual learning styles. Keyskills are integrated in to the completion of technical certificate where applicable and are also cross referenced into other areas of learning or additional Keyskill completion.</p>		
Curriculum enrichment E.g. additional advice and guidance, reorientation activities.	<p>Matrix accreditation, IAG and working with Social services, Housing, Job Centre Plus and the Benefits agency.</p>		
Work Placement taster opportunities:	<p>We currently have opportunities in: Cheeky Monkeys Savile Park Road Day Nursery's TK Maxx British Heart Foundation Calderdale Royal Hospital, Voluntary Sector Bouncy Bounce</p> <p>We have pending opportunities in:- Kirklees PCT Eureka Matalan TK Maxx (Huddersfield)</p> <p>The above opportunities are utilised with learners to ensure that the final progression route is beneficial and suitable to enhance learners future.</p>		
Contacts for referrals:	<p>Sarah Gregg - 07525991292</p> <p>Pam Morris - 01422 357461</p>		