

S & S TRAINING SERVICES LTD – TIER 3 (PRE-APPRENTICESHIP) INFORMATION

Provider Name:	S & S Training Services Ltd
Location:	Suite 23 Revenue Chambers St Peters Street Huddersfield HD1 1DL Tel 01484 423391 Fax 01484 451448 Email: suebroadhead@btconnect.com
Vocational Area:	Customer Service (Retail, Office, hospitality, call centres etc)
Full qualifications/units available as part of curriculum:	<ul style="list-style-type: none"> • Units from Customer Service NVQ 2* • Units from Contact Centre Operations NVQ 2* • Certificate in Customer Service Level 2 • Customer Service NVQ 1* • Contact Centre Operations NVQ 1(Call Handling) • Certificate in ICT Applications Level 2 • Certificate in ICT Applications Level 1 • Certificate for IT Users 1 • Certificate for IT Users 2 • IOSH – Working Safely • First Aid • Communication key skill (L1, L2) • Application of Number key skill (L1, L2) • Adult numeracy (L1, L2) • Adult literacy (L1, L2) • BIIAB Certificate for Personal Licence Holders • BIIAB Certificate for Responsible Alcohol Retailing <p>* Learners following an NVQ qualification will have to attend a work placement</p>
Details of extended work experience opportunities:	<p><u>Job roles include:</u></p> <p>Customer Service assistant, receptionist, call handler, Order processor, sales advisor, sales assistant, clerical assistant, admin officer etc with a variety of employers.</p> <p><u>Work activities may include:</u></p> <p>Dealing with customers, clients or service users face</p>

	to face, by writing or on the telephone. Supplying or fitting goods, processing customer orders, providing goods or services to customers.
Intended full apprenticeship route as destination:	<ul style="list-style-type: none"> • Customer Service apprenticeship* • Contact Centre Operations apprenticeship* • Retail apprenticeship
Contact for referral:	<p><u>Administrative contacts</u> (for straightforward referrals) Sarah McCormack, Kate Moorhouse</p> <p><u>Tutor Contacts</u> (for transfers from other providers) Julie Metcalf, Mandy Sweeting</p>

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Vocational Area:	Business Administration
Full qualifications/units available as part of curriculum:	<ul style="list-style-type: none"> • Units from Business Administration NVQ 2* • Business Administration NVQ 1* • Certificate in Business and Administration Level 2 • Certificate in ICT Applications Level 2 • Certificate in ICT Applications Level 1 • Certificate for IT Users 1 • Certificate for IT Users 2 • IOSH – Working Safely • First Aid • Communication key skill (L1, L2) • Application of Number key skill (L1, L2) • Working with others key skill (L1, L2) • Improving own learning and performance (L1, L2) • ICT key skill (L1, L2) • Adult numeracy (L1, L2) • Adult literacy (L1, L2) <p><i>* Learners following an NVQ qualification will have to attend a work placement</i></p>
Details of extended work experience opportunities:	<p><u>Job roles include:</u></p> <p>Office junior, receptionist, clerical assistant, admin officer etc with a variety of employers.</p> <p><u>Work activities may include:</u></p> <p>Dealing with visitors and customers, answering the telephone, word processing documents, updating database systems, filing, photocopying etc</p>
Intended full apprenticeship route as destination:	<p>Business Administration apprenticeship IT User apprenticeship* Customer Service apprenticeship* Contact Centre Operations apprenticeship*</p> <p>* It is anticipated that most learners will progress onto a</p>

	Business Administration apprenticeship, however in some cases a learners job role and responsibilities might be better suited to one of the other options.
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Vocational Area:	Information Technology (2 employment routes - IT User or IT Practitioner)
Full qualifications/units available as part of curriculum:	<ul style="list-style-type: none"> • Units from IT User NVQ 2* • Unit from IT Practitioner NVQ 2* • IT User NVQ 1* • IT Practitioner NVQ 1* • Certificate in ICT Applications Level 2 • Certificate in ICT Applications Level 1 • Certificate for IT Users 1 • Certificate for IT Users 2 • IOSH – Working Safely • First Aid • Communication key skill (L1, L2) • Application of Number key skill (L1, L2) • Working with others key skill (L1, L2) • Improving own learning and performance (L1, L2) • ICT key skill (L1, L2) • Adult numeracy (L1, L2) • Adult literacy (L1, L2) <p><i>Learners following an NVQ qualification will have to attend a work placement</i></p>
Details of extended work experience opportunities:	<p><u>Job roles include:</u></p> <p>IT Technician, Help Desk Officer, Data Input Clerk, Word Processing Clerk, Website Administrator, e-sales etc with a variety of employers.</p> <p><u>Work activities may include:</u></p> <p><u>User:</u> maintaining a database, producing company documents, processing customer payments/orders etc <u>Practitioner:</u> building, repairing and upgrading PCs Providing IT support to customers</p>

Intended full apprenticeship route as destination:	IT User apprenticeship* IT Practitioner apprenticeship*
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Vocational Area:	Manufacturing
Full qualifications/units available as part of curriculum:	<ul style="list-style-type: none"> • Units from Performing Manufacturing Operations NVQ 2* • Performing Manufacturing Operations NVQ 1 • Certificate in ICT Applications Level 2 • Certificate in ICT Applications Level 1 • Certificate for IT Users 1 • Certificate for IT Users 2 • IOSH – Working Safely • First Aid • Communication key skill (L1, L2) • Application of Number key skill (L1, L2) • Working with others key skill (L1, L2) • Improving own learning and performance (L1, L2) • ICT key skill (L1, L2) • Adult numeracy (L1, L2) • Adult literacy (L1, L2) <p>* Learners following an NVQ qualification will have to attend a work placement</p>
Details of extended work experience opportunities:	<p><u>Job roles include:</u></p> <p>Manufacturing operative with a variety of employers.</p> <p><u>Work activities may include:</u></p> <p>Assembling products, producing shaped products, producing joined, moulded or formed products, using computer controlled equipment to manufacture products.</p>
Intended full apprenticeship route as destination:	Manufacturing apprenticeship

Contact for referral:

Administrative contacts (for straightforward referrals)

Sarah McCormack, Kate Moorhouse

Tutor Contacts (for transfers from other providers)

Julie Metcalf, Mandy Sweeting

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Vocational Area:	Warehousing
Full qualifications/units available as part of curriculum:	<ul style="list-style-type: none"> • Units from Storage & Warehousing NVQ 2* • Units from Customer Service NVQ 2* • Distributive Operations NVQ 1 • Certificate in Customer Service Level 2 • Customer Service NVQ 1* • Certificate in ICT Applications Level 2 • Certificate in ICT Applications Level 1 • Certificate for IT Users 1 • Certificate for IT Users 2 • IOSH – Working Safely • First Aid • Communication key skill (L1, L2) • Application of Number key skill (L1, L2) • Working with others key skill (L1, L2) • Improving own learning and performance (L1, L2) • ICT key skill (L1, L2) • Adult numeracy (L1, L2) • Adult literacy (L1, L2) <p>* Learners following an NVQ qualification will have to attend a work placement</p>
Details of extended work experience opportunities:	<p><u>Job roles include:</u></p> <p>Warehouse operative (despatch, goods inwards), stores assistant, drivers assistant, counter sales, order picker, order processor with a variety of employers.</p> <p><u>Work activities may include:</u></p> <p>Processing goods from suppliers, assembling and picking orders, despatching goods customers, delivering goods to customers. Processing customer orders by telephone or in person. Dealing with customers face to face or by telephone.</p>

Intended full apprenticeship route as destination:	<ul style="list-style-type: none">• Warehousing apprenticeship*• Customer Service apprenticeship*• Retail apprenticeship
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S&S TRAINING SERVICES LTD – TIER 3 (PROSPECTS) INFORMATION

Provider Name:	S & S Training Services Ltd	Programme length:	8 – 10 weeks
Location:	Suite 23 Revenue Chambers St Peters Street Huddersfield HD1 1DL Tel 01484 423391 Fax 01484 451448	Group Size	1-10
Key Skills development / consolidation	<p><u>Direct entry to Tier 3 Prospects:</u></p> <p>Initial assessment to determine:</p> <ol style="list-style-type: none"> 1. Current level of numeracy\literacy 2. Current attainment (ie if learner has any relevant qualifications English\maths GCSEs, Adult numeracy\literacy, AON or Comms Key Skills etc) <p>Given length of programme key skill activity will generally be restricted to planned achievement of at least 1 key skill at level 1 except where learner is borderline L1\L2 and it is felt there is a realistic timescale for successfully achieving L2 key skill.</p> <p><u>Transfer from Tier 2 – Tier 3 Prospects:</u></p> <p>It is anticipated that learners moving from Tier 2 will have achieved at least one key skill at level 1 or will be near to achieving.</p> <p>A review of key skill progress and achievements on Tier 2 will take place at the start of the programme then learner will embark on activities to complete their key skill programme or work towards at least one key skill at the next level.</p>		
Curriculum enrichment E.g. additional advice and guidance, reorientation activities.	<ul style="list-style-type: none"> • A variety of group activities to develop social skills and personal skills) • Sports activities • Visits (Photography museum, Tolson museum, National Coal Mining museum, Cannon Hall • Moneywise (a managing money session) • Living independently (skills to help learners who find themselves living away from their family ie 		

	<p>finding a flat, budgeting)</p> <ul style="list-style-type: none"> • The Wright Stuff (Drug awareness, Sexual health, Work it out) • PLUS Training (a programme of activities which develop basic skills through group projects, eg 'Sounds Good' where learners form and promote a new band) • Working within the legislation (all the things you need to know when you start work - data protection, equal opportunities, your employment rights and responsibilities, health and safety) • Telephone techniques • Customer service skills • Age related sales • Jobsearch (all the skills you need to help you to get the job you want, eg, CVs, application forms, speculative letters, looking for vacancies, Interviewing skills) • Team building sessions • Confidence sessions • Ken George – making a DVD
<p>Work Placement taster opportunities:</p>	<p>Work placement taster opportunities are available with a variety of local employers:</p> <p>Admin and clerical, IT, warehousing, customer service and retail, call handling, manufacturing.</p>
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