



Our apprenticeship programmes

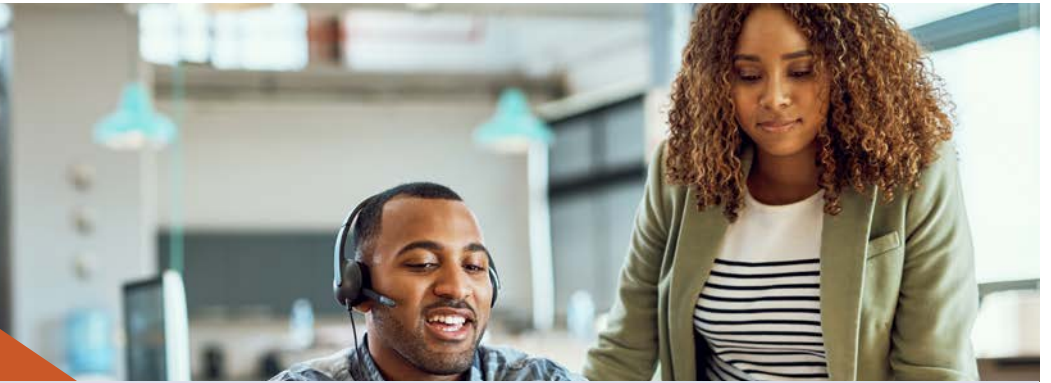
We offer programmes that are suitable for first line employees right through to senior managers, to develop meaningful skills that build long-term careers.

Here are a selection of the apprenticeship standards we cover which can be tailored to your business needs:

- Customer service
- Business administration
- Leadership and management
- HR
- Learning and Development
- Quality improvement.



[Find out more...](#)



Customer Service Practitioner – Level 2

Learning covers:

- The customer's needs and business - regulations, legislation, systems, resources, customer experience, product and service knowledge
- Questioning and listening skills, as well as building rapport.

Suitable for:

Anyone in a customer service role.

Upon completion:

Apprentices can apply to join the Institute of Customer Service as an Individual member at professional level.



Customer Service Specialist – Level 3

Learning covers:

- Improving the experience, retention and loyalty of customers
- Gathering, and analysing data, and IT systems
- Dealing with complex customer requests, complaints and queries.

Suitable for:

Anyone in a customer service role.

Upon completion:

Apprentices can apply to join the Institute of Customer Service as an Individual member at professional level.





Business Administrator – Level 3

Learning covers:	<ul style="list-style-type: none"> • Developing administrative and IT skills towards management level • Contributing to the processes and efficiency of the organisation, adding value, working across teams, and resolving issues • Building people management and coaching skills.
Suitable for:	Anyone in an administration role.
Upon completion:	Apprentices can apply for further career opportunities, such as management or senior support roles.



Learning and Development Practitioner – Level 3

Learning covers:	<ul style="list-style-type: none"> • How to identify, design, structure and evaluate training and learning resources to meet a variety of needs, using different delivery methods and platforms • Looking at engaging and interacting with learners of varying abilities to achieve their learning objectives, monitor their progress and deliver feedback.
Suitable for:	Those with expertise and competence in their specific field ie. technical, vocational or behavioral who are interested in developing and delivering learning and training needs within the workplace, linking them to business objectives and improved performance at an individual, team and organisational level.
Upon completion:	Apprentices can apply for Associate membership of the Chartered Institute of Personnel and Development.



Human Resources Support – Level 3

Learning covers:	<ul style="list-style-type: none"> • Understanding the structure of the organisation, the products and services delivered, and an in-depth look at HR legislation, policy, systems and processes • Customer service delivery, building of expertise in HR matters, problem solving, managing HR information and developing strong relationships.
Suitable for:	Anyone in a HR role, either delivering front line support to managers and employees in medium to large organisations, or a HR Manager in a small organisation.
Upon completion:	Apprentices can apply for Associate membership of the Chartered Institute of Personnel and Development.



Team Leader/Supervisor – Level 3

Learning covers:	<ul style="list-style-type: none"> • Leading diverse, high performing teams and projects to achieve set goals • Team management principles and leadership techniques • Setting performance goals, objectives and developing HR • Relationship, operational and financial management skills.
Suitable for:	Those at the start of their career as well as existing managers, who want to build and develop their skills and knowledge further.
Upon completion:	Apprentices can apply for Associate Membership with the CMI and the Institute of Leadership and Management.





Learning Mentor – Level 3

Mentoring is, and has been for centuries, the foundation of vocational training and apprenticeships, yet this standard is the first formal recognition of the role.

Learning covers:	<ul style="list-style-type: none">• Processes and procedures for effective mentoring• Requirements for recording, storing and sharing information on learners' progress, needs and welfare• How to support learners to get the most benefit from their learning programme, collaborating with the wider education team.
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Suitable for:	Those with sector-specific experience and qualifications who want to support learners of all ages and levels to develop within a new work role.
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Upon completion:	Apprentices can progress further within their vocation specialism and/or onto a full teaching role within an education/training organisation.
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Assessor-Coach – Level 4

This role has emerged within the Education and Training Sector (ETS) over the last 30 years, yet this standard is the first formal recognition of the role.

Learning covers:	<ul style="list-style-type: none">• Procedures for planning effective individual coaching and assessment programmes that inspire and challenge learners, including support to overcome barriers• The use of effective listening, assertiveness and questioning techniques.
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Suitable for:	Those with sector-specific experience and qualifications who want to support the vocational and professional development of learners on a one-to-one basis.
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Upon completion:	Apprentices can progress onto a full teaching role within and education/training organisation.
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Employability Practitioner – Level 4

Learning covers:

- Using a wide range of holistic assessments and diagnostics to develop user-led action plans working with multi-agency services
- Delivery and evaluation of tailored interventions for a variety of service users including how to deal with complaints and feedback
- In-work support, supported employment, individual placement and support models and how to manage employer relationships.

Suitable for:

Anyone working for employability programmes, careers advice and guidance services, housing, probation, health, social care, apprenticeships and skills to help people overcome barriers to find suitable work.

Upon completion:

Apprentices can apply to the Institute of Employability Professionals as an Associate or Member.



Improvement Practitioner – Level 4

Learning covers:

- Researching into relevant regulations and identifying/prioritising new improvement methods
- Data analysis and investigating ways to measure and improve results
- Target setting and performance testing techniques.

Suitable for:

Those who lead on smaller projects and/or play a key supporting role in a larger programme across all sectors and functions, using a blend of Lean and Six Sigma, project and change management principles and tools.

Upon completion:

No progression specified.





Operations/Departmental Manager – Level 5

Learning covers:

- Creating, managing and delivering operational plans/projects
- Leading teams - coaching/mentoring and developing the personal capabilities and competencies of each team member
- Relationship and business management including finance, negotiation, networking skills, sales and marketing.

Suitable for:

Middle managers aspiring to senior management who want to develop their core management skills.

Upon completion:

Apprentices can apply for full membership with the **CMI** and the Institute of Leadership and Management.

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apprenticeships
matched to
your business.

Get in touch...

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