



2026

Apprenticeship Prospectus

Growing Potential for ALL



About Us

Steadfast Training Ltd, established in 2005, holds Ofsted Grade 2 'Good' and Matrix accreditation. In 2018, we achieved Chartered Status for Further Education, a rare accolade. We offer tailored apprenticeship training solutions by highly qualified industry specialists. Our focus is on upskilling your employees through accredited leadership qualifications.

Upskilling involves developing employees' existing skills, benefiting both individuals and businesses. Steadfast Training emphasises apprenticeships for hands-on learning. We prioritise delivering high-quality training, ensuring a healthy return on investment for employers. Our team provides clear guidance on apprenticeship benefits and offers a wide range of qualifications for staff development.



Our Mission Statement

- To make the learning journey a valued, enjoyable and quality experience.
- To be flexible and responsive in all forms of employer engagement.
- To serve our partner employers by delivering nationally recognised, professional training and learning for the benefit of the individual, employer and service user.
- To ensure continuing improvement through our quality standards.
- Dedicated to minimising costs of maximising futures.
- To help job seekers in understanding their options and give them the knowledge and skill set to enter the work force with confidence.

Growth & Skills Levy

Employers with an annual wage bill of £3 million or more contribute to the Growth & Skills Levy, funding apprenticeship training.

For those with a smaller wage bill, the government covers 95% of training fees. Our Apprenticeship Experts are ready to discuss funding and apprenticeship details with you.

Contact us

01775 513050
info@steadfasttraining.co.uk
www.steadfasttraining.co.uk



Safeguarding

Steadfast Training Ltd is committed to the safeguarding of all learners. Employers also have a responsibility to the learners they employ.

We understand that this may be of concern to employers and we are committed to providing all employers guidance and support in achieving safeguarding.

As the employer of a learner, it is important that you understand your responsibilities to the learner and what safeguarding means to you.

For further information advice and guidance in relation to safeguarding please contact Steadfast Training Ltd on:

01775 513050

safe-guarding@steadfasttraining.co.uk

OFSTED

Steadfast Training's Most Recent Ofsted Visit:

Steadfast Training has achieved a Good OFSTED rating following a comprehensive inspection in May 2023. The inspection was the first inspection carried out since the provider was judged to be good in September 2017. This provider continues to be good.



CIFE

The Chartered Institution for Further Education was established to highlight the excellence of further education and skills training providers. They do this by recognising and celebrating high achievement in this vital sector.

They are the membership body for Further Education colleges and training providers in the UK with exceptionally high standards.

Corporate Members of the Institution, which is the only Royal Chartered Body for Further Education, are able to influence and raise the professional status of the sector. Chartered status is a clear mark of excellence which shows potential new students and employers that an education provider is a centre of supreme quality in the areas of governance, leadership, professional development, teaching practice and community impact.

Steadfast Training is proud to announce that they were awarded Chartered Status in February 2017.



**THE CHARTERED INSTITUTION
FOR FURTHER EDUCATION**

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Level 2

Early Years Practitioner

TYPICAL DURATION: 12 MONTHS



Role Profile

This role involves direct engagement with children across diverse settings like day cares, schools, and social care environments, to implement government-mandated Early Years Foundation Stage (EYFS) requirements for those aged birth to 5. Responsibilities encompass planning and conducting activities, collaborating with colleagues and professionals, ensuring the safety and well-being of children, and supporting their individualised learning and care needs. This position does not entail budgetary or leadership duties, but rather emphasises the nurturing and development of children within a supportive team environment.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as;

- Work in partnership with other colleagues, parents and/or carers or other professionals to meet the individual needs of each child in line with company policies and procedures.
- Use play to support children to understand and encourage healthy life choices.
- Carry out self-reflection and use continuous professional development opportunities to improve practice.
- Undertake specific tasks related to the safety and hygiene of the children and the cleanliness of the setting.
- Support the wellbeing of all children including those with additional needs and disabilities.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Professional discussion, underpinned by a portfolio of evidence
- Observation with Questioning

Awarding Body

NCFE

Typical Job Roles

Assistant Childminder

Early Years Practitioner

Nanny & Early Years Worker

Nursery Assistant Nursery Nurse

Nursery Practitioner

Progression Routes

Early Years Educator

Early Years Lead Practitioner

Level 3

Early Years Educator

TYPICAL DURATION: 18 MONTHS



Role Profile

This occupation involves providing high-quality early education and care for children from birth to age 5 in various settings. Early years educators follow the Early Years Foundation Stage (EYFS) requirements and interact with children, parents, carers, colleagues, and other professionals. They ensure a safe and inclusive learning environment, facilitate children's learning through play, and support children's progress and development through observation, assessment, and planning. They may act as the key person for one or more children and may play a leadership role under supervision.

Additional Requirements

English and maths qualifications may be required in line with the apprenticeship funding rules

Paediatric First Aid or Emergency
Paediatric First Aid

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as;

- Support children's learning and development through applying knowledge of pedagogy and the observation, assessment, and planning cycle.
- Provide respectful and responsive physical and emotional care to children, promoting health and wellbeing.
- Support the implementation of change to improve practice.
- Ensure compliance with Health and Safety legislation, policies, and procedures.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation with questioning
- Professional Discussion underpinned by a portfolio of evidence

Typical Job Roles

Childminder assistant

Early Years Educator

Early Years Worker

Nursery Educator

Nursery Nurse

Nursery Worker

Further Information

This standard aligns with the following professional recognition:
Department for Education for Full and relevant at Level 3

Awarding Body

NCFE

Progression Routes

Early Years Lead
Practitioner

Level 5

Early Years Lead Practitioner

TYPICAL DURATION: 24 MONTHS



Role Profile

The Early Lead Practitioner Course prepares childcare professionals for influential roles, focusing on operational leadership in the care, learning, and development of young children. Covering play-based learning, individual needs, inclusive provision, sector developments, and professional competencies, this course targets practitioners directly engaged with children. Completion ensures candidates are equipped to lead in communication, planning, forest school, physical activity, and nutrition.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Apprentices will need to undertake the Disclosure and Barring Service process

Course Content

Throughout the apprenticeship, learners will develop knowledge and skills in:

- Child development and the factors that influence children's learning and wellbeing
- Supporting children's physical, emotional, social and communication development
- Play, learning and curriculum planning and more.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Assistant manager Deputy manager
Early years coordinator Play leader
Baby room leader Early years officer
Key Worker Education welfare officer
Health play specialist Nursery Officer
Hospital play worker Pastoral assistant
Higher level teaching and learning assistant
Room Leader Pre-school leader
Early years foundation stage lead or coordinator

Further Information

This standard aligns with the following professional recognition: Criteria for Level 3 Early Years qualifications for Early Years Educator.

Level 4

School Business Professional

TYPICAL DURATION: 18 MONTHS



Role Profile

The role of a School Business Professional involves administering and managing financial, site, and support services within a school context. They provide essential support to school leadership teams, implementing financial and business decisions. SBPs work in various school phases and structures, with shared roles including financial management, procurement, health and safety, and human resources. This role is crucial in shaping the day-to-day activities within schools and can serve as a stepping stone for those aspiring to senior or strategic roles in the school business profession.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Financial and Operational Management, Project Management, Change Management, Communication and Relationship Building, Strategic Management, Finance, Procurement, Human Resources, Managing Support Services, Governance and Risk, Marketing, Infrastructure and Ethical Standards.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Simulated task
- Project report & presentation with questions and answers

Typical Job Roles

School Business Manager

HR Manager

Office Manager

School Administrator

Business Support Officer

Bursar

Finance Manager

Further Information

Candidates will be eligible to become a Full Member of the Institute of School Business Leadership (ISBL) upon successful completion of the apprenticeship.

Level 3

Teaching Assistant

TYPICAL DURATION: 18 MONTHS



Role Profile

Teaching Assistants work across a range of educational settings, including primary, secondary, special schools, alternative provision, and further education institutions like colleges. Their primary role is to support the class teacher in enhancing learners' progress by delivering individual and small group instruction, helping students understand their work, and promoting positive learning behaviours. They work with all learners, including those with special educational needs and disabilities (SEND), and collaborate with teachers, other professionals, and parents.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes some of the duties below;

- Contribute to the overall ethos and aims of the organisation and promote diversity, inclusion, equality and acceptance of all learners in line with school policies, including by challenging stereotyped views, bullying or harassment.
- Understand the specific needs of learners and use strategies to support all learners to achieve their learning goals.
- Support the social, emotional, mental health, wellbeing and personal care of all learners in line with organisational policy and procedures

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Assistant Teacher

Classroom Assistant

Learning Support Assistant

Learning Support Worker

Specialist Curriculum Support

Support Assistant

Teaching Assistant

Progression Routes

School Business Professional

Level 2

Healthcare Support Worker

TYPICAL DURATION: 8 MONTHS



Role Profile

A Healthcare Support Worker plays an integral role in providing exceptional care to individuals while working as part of a team. They perform specific clinical duties and monitor the overall progress, comfort, and wellbeing of patients. In their daily work, an employee in this occupation interacts with patients, service users, carers and their families, healthcare professionals such as doctors and nurses and social care staff including registered managers.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes some of the duties below:

- Monitor the health and well-being of individuals in your care
- Assist individuals to maximise their independence
- Record, report and store information related to individuals
- Act within the limits of own competence and within agreed ways of working, following the relevant local and national standards, policies and protocols used in the workplace
- Promote the health and wellbeing of individuals

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence

Awarding Body

HABC

Typical Job Roles

Healthcare Assistant

Healthcare Support Worker

Mental Health Support Worker

Nursing Assistant Support Worker

Personal Assistant

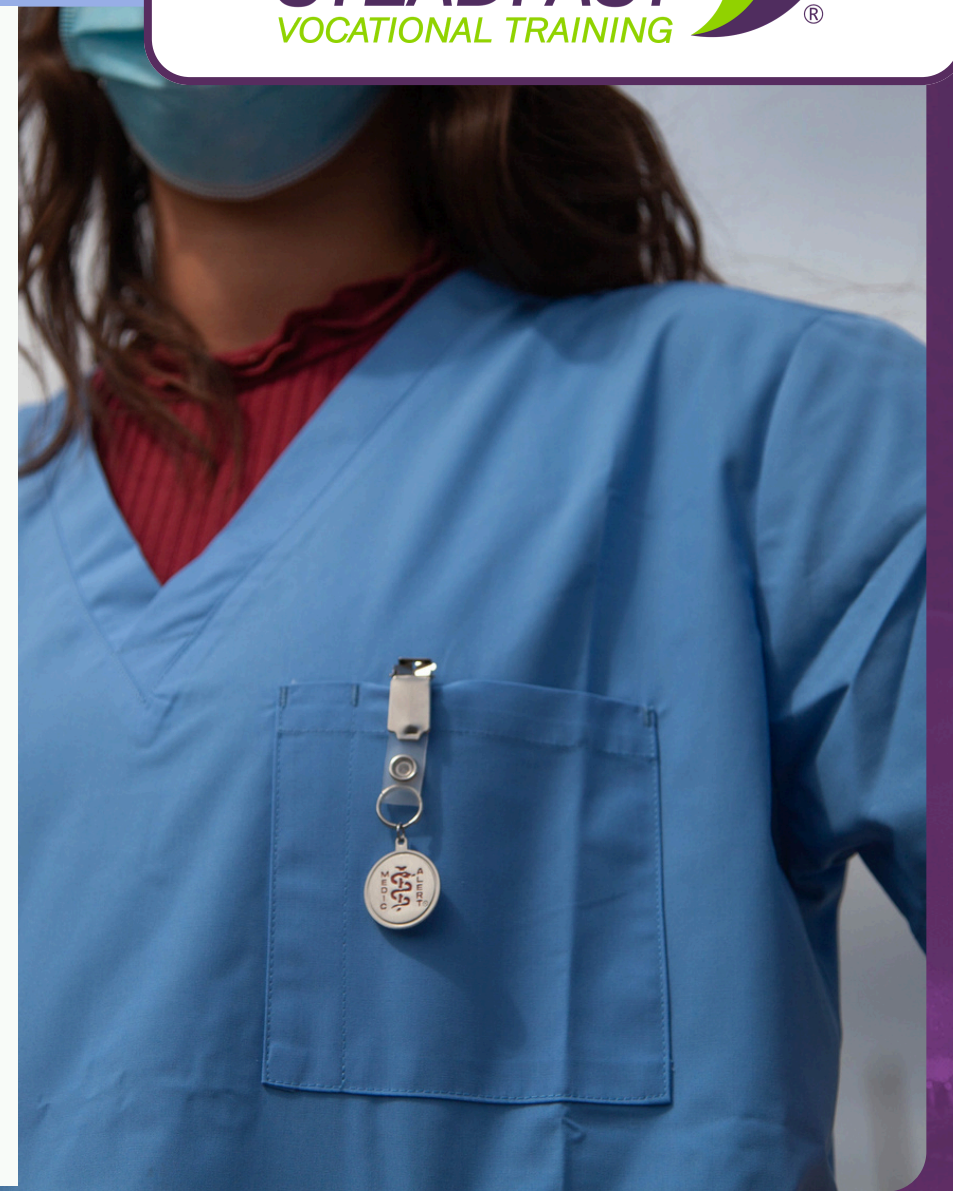
Progression Routes

Senior Healthcare Support Worker

Level 3

Senior Healthcare Support Worker

TYPICAL DURATION: 24 MONTHS



Role Profile

Senior healthcare support workers play a crucial role in providing clinical, therapeutic, and diagnostic care in various healthcare settings. They work under the direct or indirect supervision of a registered healthcare professional to support them in delivering high-quality and compassionate health and care services. A senior healthcare support worker may specialise in one of the following occupational options: adult nursing support, maternity support, theatre support, mental health support, children and young people support, allied health profession therapy support, or diagnostic imaging support.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as;

- Promote the health and wellbeing of individuals.
- Maintain the health, safety and security of yourself and others in the workplace by identifying risks and taking appropriate action to keep people safe.
- Contribute to the quality of services by participating in improvement activities.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation of practice with questions
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Community Support Worker
Imaging Support Worker
Maternity Support Worker
Mental Health Support Worker
Theatre Assistant
Therapy Assistant
Senior Healthcare Support Worker

Awarding Body

HABC

Level 3

Community Health & Wellbeing Worker

TYPICAL DURATION: 12 MONTHS



Role Profile

The Community Health and Wellbeing Worker Level 3 apprenticeship prepares individuals to work in partnership with people, communities and organisations to improve health outcomes, prevent ill-health and reduce inequalities.

Learners will develop the skills to support individuals using a holistic, person-centred approach that considers physical, mental, emotional and social wellbeing, while helping people access local services, resources and support networks.

Community Health and Wellbeing Workers collaborate with healthcare professionals, local authorities, charities and community groups to empower individuals and communities to address health challenges, build resilience and improve overall wellbeing.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

Throughout the apprenticeship, learners will develop knowledge of health inequalities, the wider determinants of health, safeguarding, communication, behavioural science and community engagement. The programme covers partnership working, signposting and referral processes, supporting individuals and groups, promoting positive health and wellbeing, and understanding local services and community resources. Apprentices will also build skills in record keeping, data management, professional practice, equality and inclusion, and working collaboratively with organisations and communities to identify and respond to local health and wellbeing needs.

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- Multiple choice test
- Demonstration of practice
- Professional discussion underpinned by portfolio

Typical Job Roles

Care or service navigator

Community connector

Community health champion

Health trainer

Social prescribing link worker

Live well coach

Level 2

Adult Care Worker

TYPICAL DURATION: 12 MONTHS



Role Profile

Adult Care Workers provide frontline care and support to adults with a range of care needs in residential care, nursing homes, domiciliary care, day services, healthcare settings, and individuals' own homes. They help people achieve their personal goals, maintain independence, and live safely with dignity, choice, and control over their lives.

The role involves supporting personal care, mobility, nutrition, health and wellbeing, social inclusion, and emotional support. Adult Care Workers work closely with families, colleagues, and other professionals while promoting person-centred care, safeguarding, equality, and wellbeing.

Course Content

The Level 2 Adult Social Care Certificate equips learners with the essential knowledge and practical skills required to work confidently in adult social care. Some topics covered include:

- Person-centred care and support
- Safeguarding and duty of care
- Equality, diversity and inclusion
- Health, safety and infection prevention and control

Assessment is carried out through workplace observation and evidence of competence in a real care setting.

Awarding Body

HABC

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Typical Job Roles

- Care Assistant
- Adult Care Worker
- Personal Assistant
- Care Worker
- Home Care Support Worker
- Learning Disability Support Worker
- Key Worker in Day Services
- Relief Team Worker

Progression Routes

- Lead Adult Care Worker
- Leader in Adult Care
- Early Intervention Practitioner

Level 3

Lead Adult Care Worker

TYPICAL DURATION: 18 MONTHS



Role Profile

Lead Adult Care Workers provide frontline support to adults with care needs, helping them achieve independence and control over their lives. They also provide guidance and direction to others and may have delegated responsibility for the standard of care provided. This role requires exercising judgment and taking appropriate action to support individuals, improving their overall health and wellbeing. Lead Adult Care Workers may work in various settings including residential or nursing homes, domiciliary care, day centres or clinical healthcare settings.

Typical Job Roles

Care Supervisor Personal Assistant
Senior Care Worker Care Officer
Supervising Care Worker
Relief Team Leader Support Worker
Social Work Assistant/Officer

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes Treating People with Respect, Communication, Safeguarding, Professional Development.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Situational Judgement Test
- Professional Discussion

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Awarding Body

HABC

Progression Routes

Leader in Adult Care
Early Intervention Practitioner

Level 4

Early Intervention Practitioner

TYPICAL DURATION: 18 MONTHS



Role Profile

An Early Intervention Practitioner is responsible for identifying and sourcing the right intervention at the right time in an individual's life in order to achieve mutually agreed outcomes. They work in a number of different environments within the community depending on the types of individuals they are supporting and may visit an individual in their home environment, or meet in a neutral location of the individual's choosing. Early intervention work involves identifying risks, focusing on the voice of the individual and building relationships and trust with the individual and their wider network, in order to provide timely, flexible and effective support.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain the knowledge and skills to identify and assess early intervention needs, working closely with individuals, families, and multi-agency professionals to provide effective support.

Apprentices will develop skills in case management, partnership working, problem solving, and reflective practice, while ensuring all documentation and processes meet organisational, legal, and quality assurance requirements.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Presentation with questions
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Assistant senior care worker
Childrens centre worker
Early intervention advisor
Lead reablement worker
Family support worker
Community worker
Violence prevention worker
Assistant social worker

Progression Routes

Leader in Adult Care
Degree Pathway

Level 5

Leader in Adult Care

TYPICAL DURATION: 18 MONTHS



Role Profile

A Leader in Adult Care is responsible for guiding and inspiring a team of care workers. They develop and implement a values-based culture, manage the care team, and ensure regulatory compliance of the care given. They may be responsible for business development and financial control, and they have a responsibility to ensure that the service is safe, effective, caring, responsive, and well-led. Overall, the role of a Leader in Adult Care is critical in ensuring the provision of high-quality care and support to vulnerable individuals.

Course Content

During their apprenticeship, the individual will gain the skills, knowledge, and behaviours required for their chosen role and industry. Below are examples of the subject areas to aid them in this effort: Dignity and human rights, Communication, Safeguarding, Health and wellbeing, Professional development, Leadership.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation of Leadership
- Professional Discussion

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Typical Job Roles

Assistant Manager Deputy Manager
Service Manager Unit Manager
Registered Manager

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Progression Routes

Advanced Management Roles or a Degree

Awarding Body

HABC

Level 3

Emergency Contact Handler

TYPICAL DURATION: 12 MONTHS



Role Profile

The Emergency Contact Handler Level 3 apprenticeship prepares learners to become the first point of contact for members of the public and organisations seeking emergency or non-emergency assistance. Apprentices will develop the skills to gather and assess critical information, identify risks, and respond appropriately in high-pressure situations while delivering calm, professional and compassionate communication.

Emergency Contact Handlers work within services such as the Police, Fire and Rescue, Ambulance, NHS and other emergency response organisations, using specialist systems and technology to record information, provide advice and coordinate appropriate support while adhering to organisational procedures, legislation and ethical standards.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

Throughout the apprenticeship, learners will develop knowledge and skills in communication, incident handling, risk assessment, safeguarding and decision-making within emergency and non-emergency environments.

The programme covers call handling techniques, managing vulnerable or distressed individuals, conflict management, data protection, professional standards and the use of sector-specific systems and technology. Apprentices will also learn how to work collaboratively with emergency services and partner agencies, manage information accurately, maintain resilience and wellbeing, and provide effective support while working independently within organisational policies and procedures.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation of live contacts and pre-recorded contacts with questions
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Contact management centre operators

Contact resolution officer

Emergency contact handler

Emergency controllers

Fire control contact handler

Health advisors

Regional operations centre operator

Level 2

Customer Service Practitioner

TYPICAL DURATION: 12 MONTHS



Role Profile

The role of a customer service practitioner is to deliver high-quality products and services to the customers of their organisation. They provide service through various channels such as face-to-face, telephone, digital, and written communications. Their actions significantly influence customer experience and satisfaction with the organisation. They must demonstrate excellent customer service skills, product knowledge, and adhere to organisational standards and regulatory requirements.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; Knowing your customers, Understanding the organisation, Meeting regulations and legislation, Systems and resources, Your role and responsibility, Customer experience, Product and service knowledge

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- Apprentice Showcase
- Practical Observation
- Professional Discussion

Typical Job Roles

Customer-focused job roles in any environment including contact centres, retail, webchat, service industry or any customer service point.

Typical roles in healthcare include Ward Administrator and receptionist.

Further Information

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at the Professional level.

Progression Routes

Customer Service Specialist

Level 3

Customer Service Specialist

TYPICAL DURATION: 15 MONTHS



Role Profile

A Customer Service Specialist is the go-to professional for direct customer support in various sectors. They handle complex requests, complaints, and queries, and act as a referral and escalation point for intricate issues. Their expertise in their organisation's products and services allows them to share knowledge with their team and analyse customer data to drive service improvements. Proficient in IT systems, they adapt to different work environments to ensure customer satisfaction.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; Business Knowledge and Understanding, Customer Journey knowledge, Knowing your customers and their needs/ Customer Insight, Customer service culture and environment awareness, Business-focused service delivery.

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- Practical observation with Q&A
- Work based project supported by an interview
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Customer Relationship Manager
Customer Support Officer
Customer Service Supervisor
Customer Service Co-ordinator
Customer Service Team Leader

Further Information

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

Progression Routes

Leadership & Management

Level 2

Administration Assistant

TYPICAL DURATION: 12 MONTHS



Role Profile

The administration assistant interacts with colleagues, supervisors, senior managers, clients, customers, contractors, suppliers, service users, and government agencies. Within their organisation they may be asked to work with or act as a point of contact for other departments and colleagues within the organisation such as IT departments, finance and human resources.

They must be able to take and respond to feedback from their supervisor in order to meet the needs of the organisation. Assistant administrators are flexible responding to organisational priorities and changing needs. They may have access to sensitive information respecting organisational and personal information.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Available for apprentices who, at the start of their apprenticeship training, are aged under 25.

Course Content

During their apprenticeship, the individual will gain the skills, knowledge, and behaviours required for their chosen role and industry. Below are examples of the subject areas to aid them in this effort:

- Support internal or external events or meetings, in person or on line, following organisational policies and procedures.
- Identify issues and escalate problems to others when beyond remit.
- Plan and review workload with supervisor to ensure best use of time to complete allocated tasks to deadlines.

Apprenticeship Assessment

- Portfolio with Q&A
- Either additional Q&A or a project

Typical Job Roles

Administrative Officer

Business Support

Clerical assistant

Secretary

Administrative Clerk

Data clerk

Office assistant

Admin Assistant

Receptionist

Records clerk

Progression Routes

Business Admin

HR Support

Management Roles

Level 3

Business Administrator

TYPICAL DURATION: 18 MONTHS



Role Profile

The business administrator supports and engages with various parts of the organisation, interacting with internal and external customers. They demonstrate strong communication skills, proactive skill development, and problem-solving abilities. This role contributes to organisational efficiency and involves resolving issues as requested. Business administrators have a highly transferable set of knowledge, skills, and behaviours that can be applied in various sectors, and they work towards developing key skills and behaviours to support their progression towards management responsibilities.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Typical Job Roles

Business Administrator

Administrative Officer

Business Support

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as IT, Record and document production, Decision making, Interpersonal skills, Communications, Quality, Planning & Organisation, Project Management, Stakeholders, and Processes.

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- Knowledge Test
- Portfolio-based Interview
- Project Presentation

Progression Routes

Management or a Degree

Level 3

HR Support

TYPICAL DURATION: 18 MONTHS



Role Profile

HR Support professionals provide front-line support to managers and employees in medium to large organisations or act as HR Managers in small organisations. They handle day-to-day HR queries, provide advice on a range of HR processes from recruitment to retirement, and ensure compliance with company policy and current law. They also manage HR systems, provide relevant HR information to the business, and may take ownership of advising managers on various HR issues. Additionally, they stay updated on business and HR legal/policy/process changes relevant to their role.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; Business understanding, HR Legislation and Policy, HR Function, HR Systems and Processes, Service Delivery, Problem solving, Communication & interpersonal, Teamwork, Process improvement, Managing HR Information, and Personal Development.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Consultative Project
- Professional Discussion

Typical Job Roles

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation

Further Information

The successful apprentice may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD)

Progression Routes

Business and Administration

Level 2

Supply Chain Warehouse Operative

TYPICAL DURATION: 12 MONTHS



Role Profile

Warehouse Operatives work across sectors including Logistics, Retail, Manufacturing, Automotive, and Defence. They handle goods safely in and out of storage facilities, using mechanical equipment like forklifts and scanners. Duties include unloading deliveries, checking and storing stock, picking and packing orders, and preparing goods for dispatch. Work takes place in various-sized warehouses, often temperature-controlled, with shift patterns common. Operatives interact with supervisors, drivers, and other departments. Accuracy and safety are vital, especially when handling regulated products. A driving licence may be preferred due to warehouse locations on industrial estates.

Course Content

This course equips warehouse operatives with the skills to maintain a safe working environment, inspect incoming and outgoing goods for accuracy and damage, and use mechanical handling equipment and PPE safely. It trains learners to store, move, and pick goods efficiently, support delivery operations, and comply with safety and regulatory standards.

Operatives will learn to record information using warehouse management systems, assist in stock-taking, and contribute to operational briefings. The course also promotes sustainable practices through packaging reduction and recycling, while ensuring accuracy, safety, and adherence to organisational procedures at every stage.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Progression Routes

Team leader or Supervisor

Transport and warehouse operations supervisor

End Point Assessment

This Apprenticeship has 2 assessment methods.

- Interview underpinned by a portfolio of evidence
- Observation with questions

Typical Job Roles

Fork lift truck operator

Picker

Store person

Warehouse assistant

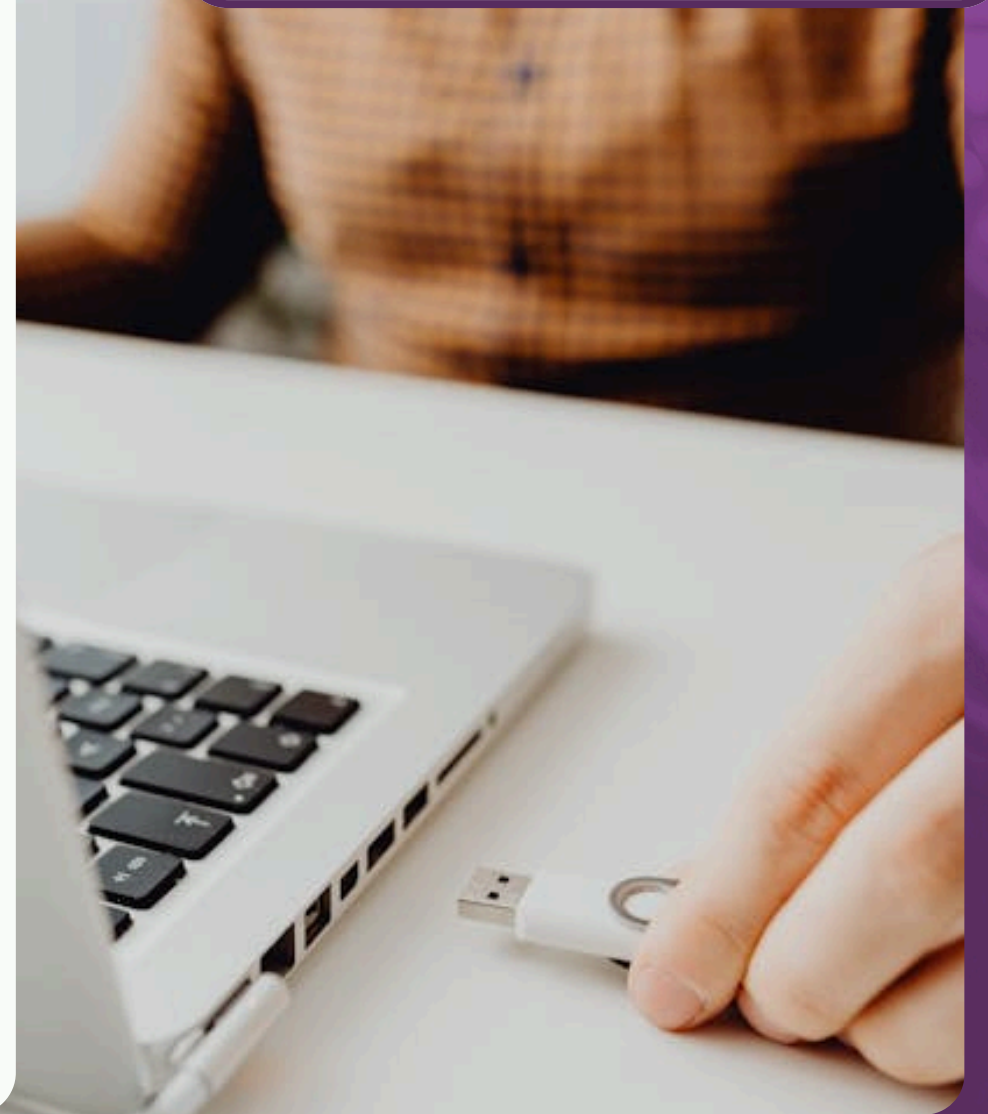
Warehouse operative

Warehouse person

Level 4

Data Protection & Information Governance Practitioner

TYPICAL DURATION: 18 MONTHS



Role Profile

Data Protection and Information Governance Practitioners help organisations manage personal and sensitive information safely, legally, and ethically. They support compliance with data protection laws, including the UK GDPR and Data Protection Act, while helping colleagues understand and follow good information governance practices.

Apprentices in this role develop the skills to identify and reduce data risks, handle subject access requests, support data breach investigations, maintain policies and records, and promote a culture of responsible data handling across the organisation. The role combines legal awareness, analytical thinking, communication skills, and practical problem-solving.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

Learners will develop knowledge and skills in:

- The processing of data in technology and software and risks associated with it.
- Risk assessment methodologies and approaches to risk treatment or mitigation pertaining to processing data and the impact to the business, recommending appropriate risk treatment or mitigation.
- The roles of the key stakeholders in their organisation and how they interact with their own role.
- Undertake data collection, data analysis, data presentation and data storage such as data incidents.
- Interpret regulation and legislation, share best practice and advise stakeholders on its application.

End Point Assessment

This Apprenticeship has 2 assessment methods.

- Work-based project report with a presentation and questions and answers
- Professional discussion underpinned by a portfolio of evidence

Typical Job Roles

Data protection lead

Data protection manager

Information compliance officer

Information governance lead

Information governance officer

Privacy officer

Further Information

This standard aligns with the following professional recognition:

- Information and Records Management Society for Individual member grade
- The British Computer Society for Associate member grade

Progression Routes

Higher Level or Degree

Level 4

Associate Project Manager

TYPICAL DURATION: 18 MONTHS



Role Profile

An Associate Project Manager plays a crucial role in overseeing project work and teams within businesses and organisations. They are tasked with ensuring effective planning, organisation, leadership, and management, while also possessing strong communication skills to facilitate seamless coordination. Collaborating closely with the project team, they strive to achieve the desired outcomes by leveraging resources with suitable expertise, experience, and qualifications, fostering a motivated and integrated team dynamic.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as;

- Different roles and responsibilities within a project environment.
- The differences between projects and business as usual.
- Methods used to define, record, integrate, deliver, and manage scope.
- Influence and negotiate with others to create a positive outcome for the project.
- Apply change control processes to support the management of project scope.
- Work with stakeholders to deliver the project.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Written project report with presentation and questioning
- Professional Discussion underpinned by a portfolio of evidence

Further Information

Upon commencement, apprentices may become student members of the Association for Project Management (APM) as the first step of professional membership.

Typical Job Roles

Assistant Project Manager

Junior Project Manager

Project Support

Progression Routes

Higher Level Management or Degree

Level 2

Production Chef

TYPICAL DURATION: 12 MONTHS



Role Profile

A Production Chef prepares and cooks food to standardised recipes and menus, often using mostly pre-prepared ingredients and producing dishes in high volumes. They work as part of a busy kitchen team, follow set operational procedures, and ensure dishes are delivered on time and to specification. Production Chefs support the smooth running of the kitchen by maintaining high standards of hygiene, food safety, and health and safety, while also considering sustainability and the needs of diverse customers, including those with specific dietary requirements.

Successful Production Chefs are organised, methodical, accurate, and able to work under pressure. They communicate effectively with colleagues, follow instructions carefully, and pay strong attention to detail to deliver consistent results. This course is suitable for individuals working in a wide variety of environments such as schools, hospitals, care homes, casual dining, the armed forces, and workplace catering.

Course Content

During their apprenticeship, the individual will gain the skills, knowledge, and behaviours required for their chosen role and industry. Some areas include;

- Legislation and business standards for the storage of fresh, dried, tinned and frozen goods, following food safety procedures.
- Stock use and rotation methods that minimise waste.
- Undertake stock control, storage, and rotation.
- Communicate professionally with colleagues, line managers, stakeholders, and customers.
- Work as part of a team to support service delivery.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Interview underpinned by a portfolio of evidence
- Observation with questions

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Typical Job Roles

Chef

Junior Chef

Production Chef

Progression Routes

Senior Production Chef

Level 3

Senior Production Chef

TYPICAL DURATION: 12 MONTHS



Role Profile

A Senior Production Chef leads and supervises kitchen teams to deliver high-quality, consistent food in fast-paced and varied catering environments. They report activities to the Head chef or appropriate line manager. They supervise production chef teams in a variety of kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens.

Senior production chefs have accountability for the day-to-day running of the kitchen service, producing, monitoring and maintaining consistent food standards, legislative requirements and quality across all areas and during all stages of production and supply.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During their apprenticeship, the individual will gain the skills, knowledge, and behaviours required for their chosen role and industry. Below are examples of the subject areas to support them in this effort:

- Kitchen operations
- Nutrition
- Legal and governance
- People
- Business or Commercial

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- On-demand test
- Practical observation
- Professional discussion

Typical Job Roles

Kitchen Manager/Supervisor

Cook

Second Chef

Progression Routes

Head Chef

Level 4

Hospitality Manager

TYPICAL DURATION: 18 MONTHS



Role Profile

A Hospitality Manager leads teams and operations across a wide range of hospitality settings, including restaurants, cafés, bars, hotels, conference centres, banqueting venues and contract catering environments. They hold significant responsibility for delivering the business vision, meeting organisational objectives and ensuring exceptional customer experiences.

Hospitality Managers combine strong leadership, operational expertise and industry-specific knowledge to oversee day-to-day activities while motivating and developing their teams. They are highly organised, commercially aware and adept at managing people, resources and customer relationships. Above all, they thrive in a customer-facing environment, consistently striving to exceed expectations.

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Typical Job Roles

Hospitality Manager

Course Content

During the apprenticeship, learners will develop the comprehensive skills, knowledge and behaviours required to manage hospitality operations effectively and confidently. The programme covers core management principles as well as specialist pathways tailored to different operational areas.

Key areas of learning include - Business, People, Customers, Leadership

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- On demand test
- Business project
- Professional discussion

Progression Routes

Conference & Events Management

Front Office Management

House Keeping Management

Hospitality Outlet Management

Find out more online:

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Apprenticeships

