

ABM Apprenticeship Catalogue



Sections Include:

England, Scotland, Wales, Northern Ireland and Republic of Ireland

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Foreword

At ABM, we believe in driving possibility for a healthier, more sustainable, and ever-changing world. Your growth and success are integral to our mission. Whether you're advancing in your current role or exploring new opportunities, your development reflects our commitment to excellence and aligns with our core values:

- Taking care of our clients
- Taking care of our team members
- Taking care of our community

In 2021, we launched our strategy with a core pillar focused on "elevating" the team member experience. Apprenticeships are a key part of this, recognizing your value and the contributions you make to ABM, our clients, and the wider community. In 2023/24, we supported over 103 apprentices across 32 programmes. Don't miss out on these fantastic opportunities.

This catalogue showcases the apprenticeship programmes currently available across our business. These opportunities are constantly evolving, and we will continue to update this catalogue. If you hear of a programme not listed here, please speak to your line manager, HR team, or our Apprenticeship admin at Apprenticeships@abm.com.

I encourage you to take the time to read through this catalogue, discuss with your line manager, and consult our learning and development team before signing up. This is a great opportunity to enhance your skills and career.

You will have the full support of everyone at ABM, but the decision to embark on this level of training is yours. We can open the door; you must walk through it.

Chris Townsend

Vice President, HR, UK & Ireland

ABM UK&I



What is an Apprenticeship?

An apprenticeship is a qualification that is gained whilst working. It enables you to gain accompanying skills and development. The qualification must fit within your current job role and should provide the apprentice with the opportunity to gain the knowledge, skills and behaviours needed to achieve the apprenticeship.

Through their apprenticeship, apprentices will gain the technical knowledge, practical experience, and wider skills they need for their immediate job and future career. The apprentice gains this through a wide mix of learning in the workplace, formal off-the-job training, and the opportunity to practice these new skills in a real work environment.

The qualifications provided through ABM are between Level 2 and Level 6.

The equivalent educational levels are shown below:

Apprenticeships have equivalent educational levels.

English Apprenticeships

Name	Level	Equivalent Education Level
Intermediate	2	5 GCSE's A-C
Advanced	3	A Level
Higher	4 and 5	Foundation Degree
Degree Apprenticeship	6	BA Hons

NUS Apprentice Card / Totum Card

Once you have enrolled onto an Apprenticeship Programme you will be eligible to request an Apprentice extra card. There is an £11 cost per year.



NUS Apprentice extra provides discounts in-store and online at your favourite brands to help your hard-earned cash go a little further. We have been created by the National Union of Students (NUS), and so the money we raise selling the discount card helps to fund the National Society for Apprentices, which will serve to represent your needs and those of all vocational learners.

The NUS card is valid for 12 months and you get discounts from the likes of The Co-op, Amazon, Dominos, Alton Towers, New Look and much more!

To see more discounts and other offers please visit:

<https://www.apprenticeextra.co.uk/> or <https://totum.com/apprentices>

To apply for your card, all you need handy is a recent photo of yourself and your debit/credit card and you're good to go. Choose your apprentice provider from the list, enter some personal details, pay for it and we'll do the rest.

Your Apprentice extra card will be with you in 10-14 days.

20% Off the Job Training

Off-the-job training is training received by the apprentice, during the apprentice's paid hours, for the purpose of achieving their apprenticeship. Apprentices must undertake 20% development time: learning outside of the normal day-to-day working environment. It is one of the key elements of an apprenticeship and must be documented throughout their programme.

This does not mean one day off a week and can be spread in a flexible way to suit employer and employee demands.

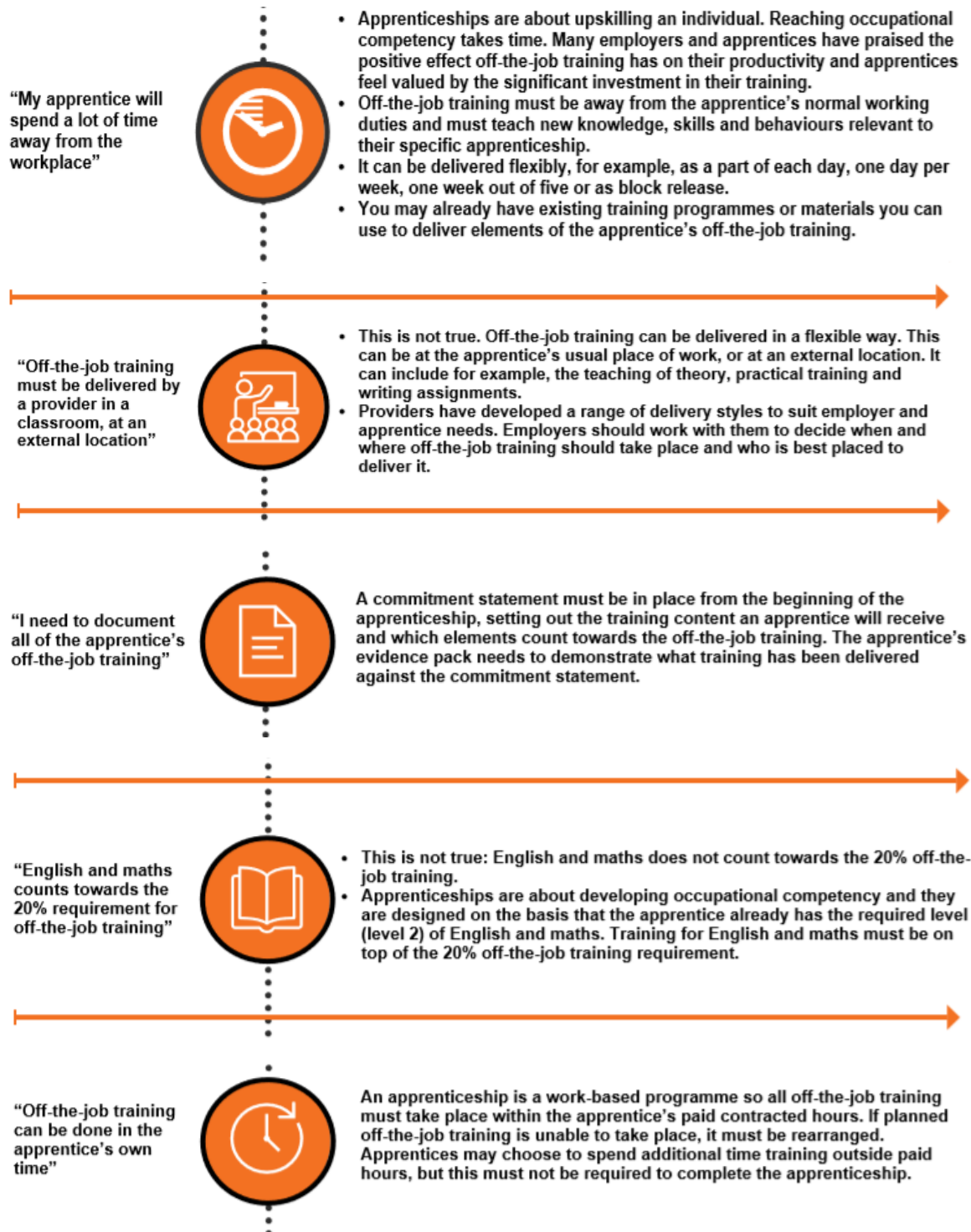
It is not training delivered for the sole purpose of enabling the apprentice to perform the work for which they have been employed.

Off-the-job training is a statutory requirement for an English apprenticeship.

Off-the-job training must be directly relevant to the apprenticeship framework or standard, teaching new knowledge, skills and behaviours required to reach competence in their occupation. It can include training that is delivered at the apprentice's normal place of work and can include the following:

- The learning of theory (lectures, role playing, simulation exercises and online learning)
- Practical training, shadowing, mentoring, networking, industry visits and attendance of competitions
- Learning support, revision, time spent writing assessments and assignments
- Preparing for meetings and spending time with a Mentor
- Attending workshops / webinars or reviewing online content
- Putting learning into practice through one-to-one coaching, feedback from managers, attending relevant internal training
- Undertaking work projects and research relevant to the apprenticeship

Off the Job Training – Myth VS Fact



How to Apply for an Apprenticeship Course

If you find a course within this catalogue that you feel would enhance your skill set within your current role with ABM, please speak to your manager.

This can also be built into your progression planning.

Once you have both agreed that the course you want to sign up for matches your role and skill set, please complete the Application Form with all your details and complete with your manager's approval. Once completed please send to:

Apprenticeships@abm.com

ABM now use a two-tier approval system for all Apprenticeship Qualifications. Once the application form has been received this will be sent on for the final stage approval. Please see below for examples:

Applicant	First Stage Approval	Second Stage Approval
Office Based	Supervisor	Team Manager
Operative	Site/Ops Manager	General Manager
Supervisor/Team Leader	Site/Ops Manager or General Manager	General Manager or Divisional Director
Ops/Site Manager	General Manager	Divisional Director
General Manager	Divisional Director	MD/Board

For TFL Team Members please follow the above process but forward your application forms to:

TFL.Training@abm.com

If you or your manager have any queries or questions, please contact the above email addresses.

Apprenticeships for England

The below apprenticeship courses are available for team members living and working in England.

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Eligibility

Each course has individual eligibility criteria, however the Minimum requirement to be able to receive funding are:

- The applicant must have lived in the UK for the previous **3 years** on the first day of the apprenticeship
- Level 1 English and Mathematics, or equivalent (can be completed during the apprenticeship)
- 16 or over
- Not in full-time education

Business Administration Level 3

What is Administration?

Administrators handle the day-to-day tasks in an office and make sure things run smoothly – 97% of employers say that effective administration is essential to their business, so they do a crucial job. Administrators support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

Who is this programme for?

This Programme is for people whose roles involve organising people and resources, including, roles such as administration executives or officers, administration team leaders, personal assistants, or secretaries.

What are the eligibility criteria?

- Must be in an Administration role
- Must commit to the minimum learning period of 366 days.
- Must commit to 1 – 4 hours per week self-study
- Must undertake initial assessments and diagnostics in English, Maths, and ICT

How long is the course?

15 months – A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study.

Where will the programme take you?

Get your career on track with the foundational skills you need to stand out and make an impact. You'll gain a qualification that shows you've got what it takes to manage resources and responsibilities in line with business objectives, while developing critical communication skills.

Once you've finished the course, you'll be able to further your progression through the Level 4 Associate Project Management Apprenticeship.

Customer Service Practitioner Level 2

What is a Customer Service Practitioner?

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer’s own locality. You may be the first point of contact and work in any sector or organisation type.

Who is this programme for?

People whose customer interactions cover a wide range of situations and can include face-to-face, telephone, post, email, text, and social media.

This course covers three sections: Knowledge, Skills and Behaviours:

Knowing your customers	
Knowledge	Understanding the organisation
	Meeting regulations and legislation
	Systems and resources
	Your role and responsibility
	Customer experience
	Product and service knowledge
	Interpersonal skills
Skills	Communication
	Influencing skills
	Personal organisation
	Dealing with customer conflict and challenge
	Developing self
Behaviours	Being open to feedback
	Team working
	Equality – treating all customers as individuals
	Presentation – dress code, professional language
	Right first time

How long is the course?

12 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace.

Customer Service Specialist Level 3

The main purpose of a customer service specialist is to be a ‘professional’ for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation’s products and/or services, you share knowledge with your wider team and colleagues.

You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies.

Knowing your customers	
Knowledge	Business Knowledge and Understanding
	Meeting regulations and legislation
	Customer Journey knowledge
	Knowing your customers and their needs/ Customer Insight
	Customer service culture and environment awareness
	Product and service knowledge
Skills	Business focused service delivery
	Providing a positive customer experience
	Working with your customers / customer insights
	Customer service performance
	Dealing with customer conflict and challenge
Behaviours	Developing self
	Taking Ownership / Responsibility
	Team working
	Equality – treating all customers as individuals
	Presentation – dress code, professional language
	Right first time

How long is the course?

The apprenticeship will take a minimum of 15 months to complete depending on experience.

Cleaning Hygiene Operative Level 2

What is Cleaning Hygiene Operative

The Commercial Pathway of our Level 2 Cleaning Hygiene Operative Apprenticeship is tailored to provide a focused and specialised learning experience for individuals seeking to embark on a career in the commercial cleaning sector, as well as offering a launchpad for career progression into other routes.

This apprenticeship programme is meticulously designed to cover key modules essential for excelling in commercial cleaning services. From mastering core cleaning techniques specific to commercial settings to efficiently managing workloads and swiftly responding to cleaning requirements, apprentices will gain comprehensive knowledge and skills essential for success in this field.

Effective customer communication and service provision are integral aspects of the commercial cleaning sector, and apprentices will learn to prioritise these skills alongside housekeeping and storage management techniques to ensure client satisfaction and operational efficiency.

Furthermore, apprentices will be trained in waste disposal practices, emphasising environmental care and sustainability principles. They will also gain proficiency in reporting and recording procedures, as well as maintaining security and data protection standards in commercial cleaning settings.

Entry Requirements

- 16 or over
- Not in full-time education

How long is the course?

12+ months

Facilities Services Operative Level 2

What is Facilities Management?

Facilities Management involves providing a quality and cost-effective maintenance and care service for a wide range of commercial and public buildings, such as hotels, hospitals, office and shopping complexes, arenas, educational or convention centres. Facilities Managers make sure that facilities such as security, catering, and cleaning (referred to as 'soft services') and maintenance and building services (referred to as 'hard services') run smoothly, so that customers can run their businesses efficiently. The sector is also responsible for property and estates management, including energy management and environmental protection.

Who is this programme for?

This framework is for Facilities Services Operatives with duties that include all or some of the following: securing the site, setting up rooms for events, assist with cleaning, site emergency and evacuation procedures, portering, carrying out minor maintenance repairs, and using the intelligent BMS to control heating and ventilation

Occupational Duties you will cover on programme:

- Support the delivery of the responsibilities of the Facilities Services function in complying with health and safety
- Address FM-related risks, hazards and threats to people, property, and premises
- Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services
- Support good sustainable practice in FM
- Maintain soft FM services
- Gather FM-related information for continuous improvement purposes
- Deliver front-of-house services
- Support hard FM functions
- Maintain and develop competence in the FM industry/sector
- Support the delivery of FM projects

How long is the course?

15 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study

Facilities Supervisor Level 3

What is Facilities Management?

Facilities Management involves providing a quality and cost-effective maintenance and care service for a wide range of commercial and public buildings, such as hotels, hospitals, office and shopping complexes, arenas, educational or convention centres. Facilities Managers make sure that facilities such as security, catering, and cleaning (referred to as 'soft services') and maintenance and building services (referred to as 'hard services') run smoothly, so that customers can run their businesses efficiently. The sector is also responsible for property and estates management, including energy management and environmental protection.

Who is this programme for?

This apprenticeship can be delivered to existing Facilities Managers to develop skills, knowledge and understanding or those that are newly appointed to a Facilities management position.

Roles/Occupations may include:

Facilities Management Supervisor,
Facilities Management Coordinator,
Facilities Management Administrator,
Facilities Manager,
Soft Services Manager

The programme embeds the theory and practice required for management responsibilities in a facilities management service, or a group of services. All apprentices will be required to supervise others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer to achieve service targets. The apprentice will have to provide customer service skills and be proactive in finding solutions to problems

How long is the course?

15 - 18 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace.

Facilities Management Level 4

Who is this programme for?

This apprenticeship can be delivered to existing Facilities Managers to develop skills, knowledge and understanding or those that are newly appointed to a Facilities management position. Specific job roles at this level may include Facilities Manager; Facilities Management (FM) Operations Manager; Estates Manager; FM Contract Manager. A Facilities Manager is responsible for the safe, secure, and comfortable day-to-day working environment for properties, assets (e.g., equipment) and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility e.g., for one or more contracts/services, specific services e.g., cleaning, maintenance, or fleet services. They will ensure that levels of performance delivered exceed customer expectations within budget for the properties, assets, and services

Skills you will learn and develop on the course:

- Property asset management
- Service Delivery
- Compliance
- Management Systems
- Policy implementation and change management
- Quality and Stakeholder management
- People Management
- Financial and procurement management

How long is the course?

18 – 24 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study

Professional recognition

Successful completion of the apprenticeship will meet the full requirements of the IWFM at Associate grade. During the programme, apprentices will receive membership of IWFM at the Affiliate grade.

Property Maintenance Operative Level 2

Who is this programme for?

The primary role of a Property Maintenance Operative is to optimise property condition and quality and to ensure the building is kept in a safe working condition. Property Maintenance Operatives need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests, and team.

Knowledge Topics:

- Health and Safety in the workplace
- Safety compliance
- Working safely at a height
- Plumbing and drainage systems
- Organisation's policies, processes and procedures
- Working safely with electricity

Skill Topics Covered:

- Health & Safety
- Electrical Maintenance
- Preventative Maintenance
- Plumbing and Maintenance repairs
- Groundwork
- Sustainability Keeping it Green
- External Contractors
- Internal and external building fabric maintenance
- Maintain heating & ventilation & air conditioning
- Control of property maintenance related to resources & equipment

Roles/Occupations may include:

Maintenance Assistant, Property Engineer, Facilities Assistant, Maintenance Engineer, Maintenance Manager, Maintenance Technician, Caretaker, Multi-Skilled Technician,

How long is the course?

15+ months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace.

Security First Line Manager Level 3

Who is this programme for?

A team leader/supervisor is a first line security management role, with responsibility for managing a team of security officers. They provide direction, instructions, and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Details of qualification

Security First Line Managers will be competent in supervising people and activities in line with regulatory requirements; undertaking security risk assessments; providing security advice to others; understanding threat, vulnerability and risk; security methods, operations and activities; incident management and planning; stakeholder management; business communications and data security management within role(s) such as Ministry of Defence, Transport & Border Security and Private Security Industry. Understanding the threat, vulnerability & risk on a local, national, and international security basis, and how to respond accordingly, would offer candidates a significant advantage over others with general managerial skills.

Roles/Occupations may include:

Security Supervisor
Security Team Leader
Security Shift Supervisor
Security Manager

How long is the course?

15 - 18 months – A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study

Operations Manager – Security Industry Level 5

Who is this programme for?

An Operations/Departmental Manager (working in the security industry) is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy.

The programme has been tailored to ensure that projects link to the security industry to make the learning more enjoyable and relevant to the sector (e.g., Security risk assessment and security surveying, SIA Approved contractor Scheme)

Roles/ Occupations may include:

Site Security Manager
Area Security Manager
Security Operations Manager
Regional Security Manager
Operations Director

Key Responsibilities

Creating and delivering operational plans, managing projects, leading, and managing teams, managing change, financial and resource management, talent management, coaching and mentoring

Link to Professional Registration

On completion, apprentices will get CMI membership from the point of registration onwards, to support their professional career development and progression

How long is the course?

18 – 30 months

Team Leader Level 3

Who is it for?

The team leader/ supervisor apprenticeship is suitable for anyone working in line management roles, such as:

- Supervisor
- Team leader
- Shift supervisor
- Foreperson
- Shift manager

Key responsibilities may include supporting, managing, and developing team members, managing projects, planning, and monitoring workloads, delivering operational plans, and building relationships internally and externally

A Team Leader/Supervisor is a first line management role, with operational/project responsibilities for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of goals. Working in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

What will be covered?

You will have the opportunity to develop core managerial skills, such as:

- Effective communication: stakeholder management and leadership communication
- Managing finance and budgets: finance, reporting and managing resources
- Leading and motivating a team: performance coaching and team management
- Solving problems and making decisions: project management, risk management

How long is the course?

15 – 18 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study

Operations/ Departmental Manager Level 5

Who is it for?

An operations/departmental manager is someone who manages teams or projects, and the achievement of operational or departmental objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in organisations of all sizes, your specific responsibilities and job titles may vary, yet the knowledge, skills and behaviours needed will be largely the same. Roles may include:

Operations manager
Departmental manager
Regional manager
Specialist manager
Divisional manager

Key responsibilities may include creating and delivering operational plans, managing projects, leading, and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

What will be covered?

You will have the opportunity to develop core managerial skills, such as:

- Delivering operational excellence: Achieving excellent results through others, planning capacity
- Leading through innovation and change: Change communications, encouraging fresh ideas to improve results
- Managing and developing business relationships: Networking for success, stakeholder management, negotiation
- Managing finance and budgets: Operational budget controls, disseminated budget management, departmental reporting

How long is the course?

18 – 30 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study

HR Support CIPD Level 3

Who is it for?

The apprenticeship is a course designed to develop occupants of specialist HR admin roles and includes delivery of front-line support to staff and managers, day to day query handling with support and advice, working on HR processes from the transactional to the complex and from recruitment to retirement. Record keeping, information access rules, policy, legislation, and compliance. The programme is suitable for HR admin staff working in large and medium sized organisations.

It forms the foundation of a career within the profession, giving the base for further development through a career path within an organisation and/or through the HR Consultant/Partner apprenticeship.

Professional Membership

Successful apprentices may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD) or other professional bodies.

Qualification received

CIPD Level 3 Foundation Diploma in Human Resource Practice

How long is the course?

16 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. A blend of electronic and paper resources will be provided to support with self-study

Enrolment occurs 4 times a year.

Who is the programme for?

HR Administrator
Junior HR Advisor
HR Assistant
HR Co-Ordinator
Learning Assistant
Recruitment Assistant

HR Consultant/Partner Level 5

With a Level 5 HR Apprenticeship you'll gain a deeper understanding of HR within an organisation. You'll explore the management of relationships, systems, and processes, and learn how to develop talent and build successful teams. You'll learn key strategies relevant to your day to day, honing skills in project management, analytics and technology, to have an immediate impact on your organisation while meeting the needs of the profession in a changing business world. On top of that, you'll gain the confidence to do all this within the limitations of legislation and professional business practice.

Key Topics Covered

- Developing Professional Practice in Learning & Development
- Understanding the Context of Learning & Development
- Using Information, Metrics and Developing Business Cases for Learning & Development
- Implementing Coaching & Mentoring
- Facilitating Collective & Social Learning
- Developing Leadership & Management Skills
- Managing the Learning & Development Business Function

Professional Membership

Successful apprentices may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD) or other professional bodies.

Qualification received

CIPD Level 5 Intermediate Diploma in Human Resource Management

How long is the course?

36 months - A programme consisting of 1-2-1 Tutor coaching and support sessions that will take place in the workplace. Enrolment occurs twice a year

Who is it for?

- HR Consultant
- HR Business Partner
- HR Manager
- HR Advisor

Chartered Manager Degree Level 6

Chartered Manager Degree Apprenticeship provides apprentices with higher-level management skills, core competencies and desired behaviours to create leaders that can drive performance and productivity improvements in your organisation.

Who is it for?

Job roles include, but are not limited to:

Senior Manager
Head of Department
Operations Manager

Key Areas Covered:

- Introduction to business and management
- What motivates people to work?
- How to assess financial soundness of a business
- What attracts customers?
- How economic crises affect businesses
- Ethical challenges in business and management
- Understanding business functions (covering operations, human relations, finance, marketing)
- Exploring economic and political contexts
- Responding to global business challenges
- Fostering long-term value creation
- Introducing strategy
- Analysing your environment
- Strategic choices
- Collaborative analysis

This course also develops understanding of organisations and their key functions and processes. Explores wider considerations such as environments, organisational strategy, markets, and processes, and how these all work together.

The typical duration for this apprenticeship is 3-4 years, but will depend on previous experience

Bid and Proposal Co-Ordinator Level 3

Overview

Working across various business teams to bring together compelling, customer focused proposals and tender submissions to win business

Role Description

The role of bid and proposal professionals is integral to how businesses win work. Sometimes it is a separate job/discrete role, and sometimes it is rolled into another function. As a key part of the sales and business development function, the role works across various business teams to bring together compelling, customer focused proposals and tender submissions to win business. The apprentice will develop commercial capability, vital to businesses and valued across all business sectors.

Context of bidding	
Knowledge	Bid / proposal process
	Proposal development
	Knowledge management
	Roles and responsibilities of the bid team
Skill	Organisation and planning
	Writing and editorial
	Communication
	Customer focus
	Team working and relationship building
Behaviour	Initiative
	Flexibility
	Interpersonal awareness
	Results focused
	Innovation

How long is the course?

The duration for this apprenticeship is 24 months, but will depend on previous experience. On successful completion of the apprenticeship, individuals will be eligible for membership of the Association of Bid and Proposal Management Professionals (APMP).

Assistant Accountant Level 3

Overview

As an Assistant Accountant, learners will work either within an accountancy practice or directly for an organisation and will provide support to internal and external stakeholders by assisting with day-to-day financial activities, accounting, and reporting.

Learner Outcomes

Learners will learn transactional processes and how to understand accountancy tools and data, including analysing financial data and using payroll, purchasing and sales systems.

Key skills covered include:

Double entry bookkeeping.
How to build and analyse spreadsheets.
How to calculate VAT and submit VAT returns.

Learners will be taught to draft accounts for small businesses and to understand the role of cost and management accounting in larger organisations.

Assessment

After completing examinations in each of the 9 units, the learner will progress to the End-Point Assessment in which your knowledge and the evidence you have gathered will be assessed against the programme criteria.

The End-Point Assessment will include:

3-hour examination (40% of the overall result)
A reflective discussion supported by a portfolio of evidence (60% of the overall result)
Apprentices must achieve Level 2 English and Mathematics before completing the programme.

How long is the course?

The duration for this apprenticeship is 18 months, but will depend on previous experience

Professional Accounting Level 4

Overview:

This apprenticeship combines knowledge of business and IT systems and processes as well as standard accounting and tax practices. Learners will have responsibility for creating, verifying, and reviewing accurate and timely financial information to meet relevant ethical, professional, and legal standards. This comprehensive overview enables learners to create and interpret financial information to influence business decisions to add value to your organisation

Learner outcomes

A professional Tax Technician will be required to have knowledge of the core elements of business and personal taxation as well as accounting principles. Learners will prepare tax calculations, complete government forms, and understand and comply with filing deadlines. They will gain experience in specific areas of taxation including business compliance and VAT.

Assessment

Following completion of all required units' learners will progress to the End-Point Assessment in which the knowledge and evidence learners have gathered will be assessed against the programme criteria.

The End-Point Assessment will involve a range of assessment tools including:

3-hour examination

A reflective discussion supported by a portfolio

Apprentices must achieve Level 2 English and Mathematics before completing the programme.

How long is the course?

The duration for this apprenticeship is 18 months, but will depend on previous experience

Safety, Health and Environment (SHE) Technician Level 3

This programme is designed to equip you with the core knowledge, skills and behaviours needed to develop a sustainable and rewarding career in the safety, health, and environmental field so that you can be part of the next generation of SHE professionals

The SHE Technician can work in various industries and locations, advising on health, safety, and environmental matters to ensure safe working conditions. You'll inspire others to work responsibly and show how good practices can improve operations.

The SHE Technician qualification is part of the IOSH apprenticeship pathway, which is ideal for your Level 3 apprenticeship. IOSH is a globally recognized body for safety and health professionals. Completing this pathway gives you credits for the NCFE IOSH Certificate in Safety and Health for Business and certificates for IOSH Managing Safely and IOSH Environment for Business courses.

Learner Outcomes

Upon completion you will be able to join the Institution of Occupational Safety and Health (IOSH) at TechIOSH level. You will also be eligible to join the Institute of Environmental Management and Assessment (IEMA) at Affiliate level. Alongside this, you will be awarded internationally recognised IOSH Managing Safely and IOSH Environment for Business awards, and the NCFE IOSH Level 3 Certificate in Safety and Health for Business.

How long is the course?

The duration for this apprenticeship is 15 months

Data Technician Level 3

Occupation summary

The main role of this job is to securely gather, format, and present data for analysis, communicate results, and support business outcomes. You'll work with various stakeholders and blend data from multiple sources, following legal and ethical guidelines.

In daily work, you'll interact with colleagues, managers, customers, and suppliers, either in an office or virtually. You'll collect and process data under the guidance of senior colleagues and may have the chance to mentor others. Your responsibilities will vary depending on the sector and size of the organisation.

Modules Studied

- Induction & Digital Behaviours
- Data Analysis in a Strategic Setting
- Data Fundamentals
- MS Office Specialist – Excel
- Working with Data
- Data Analysis in a Commercial Context
- Data Analytics and Dissemination
- Visualisation Tools

Structure and commitment

Online coaching

Monthly one-to-one online coaching sessions with a dedicated Coach

Online module delivery

Six modules are delivered via weekly live lectures – Between 1.5 and 3 hours

Guided self-study and workplace application

Weekly guided learning to work towards technical competencies and demonstrate the application of skills to your job role.

Course Duration

15 months

Data Technician Level 4

The primary role of a data analyst is to collect, organise and study data to provide business insights. Data analysts are typically involved with managing, cleansing, abstracting and aggregating data, in addition to conducting a range of analytical studies on any relevant information.

Who is this apprenticeship for?

If you are involved in data analytics for business intelligence or management information, this programme will give you the tools to manipulate and interpret data sets for your business. This programme is beneficial to professionals in the following roles: Data Analyst, Data Manager, Data Scientist, Data Modeller, Data Architect and Data Engineer.

What will you learn?

Knowledge

- Programming in R and Python
- Advanced analytics (predictive, prescriptive)
- Impact data visualisation
- Insightful communication
- Machine learning
- Agile project developments
- Big data tools
- Ethics and the future of data

Skills and Behaviours developed:

- Logical and creative thinking skills
- Analytical and problem-solving skills
- The ability to work independently and take responsibility
- Use of own initiative
- A thorough and organised approach
- An ability to work with a range of internal and external stakeholders
- The ability to communicate effectively in a variety of situations
- How to maintain a productive, professional, and secure working environment

Course Duration

24 Months

Digital and Technology Solutions Professional Level 6

As a digital professional you will provide a range of technology solutions across an organisation. You will use your expertise to develop or support new products and services while driving growth using technologies. This programme is best suited to individuals working in the following areas: IT Consultant, Business Analyst, Network Engineer, Software Engineer, Cyber Security Analyst and Data Analyst

Knowledge topics covered will depend on the pathway chosen, but will include a combination of the following over the three stages of the programme:

Stage 1 – Mandatory Modules	
Professional Practice 1	IS Security Foundations
Business and Information Systems	Network Fundamentals
Introduction- to Programming	Marketing Principles
Stage 2 – Compulsory modules	
Database Management	IS Security and Risk Management
Systems Analysis and Design	Work Based Project
Stage 2 – Optional modules	
Business Analysis Practice	Object Oriented Programming
Service Management	Computer Network Technologies
Financial Decision Making for IT	Network Management and Operations*
Stage 3 – Compulsory modules:	
Legal Aspects of Information Technology	Professional Project
Stage 3 – Optional modules	
Consulting for Business	Cloud Computing
Designing and Delivering IT Change**	Network Security Analysis
Business and Big Data	Software Testing
Data Analytics and Social Media Monitoring	Web Application Development

Course Duration - 48 months

Associate Project Manager Level 4

The Associate Project Management Apprenticeship ensures the smooth delivery of change in any business sector. This can mitigate the impact of common challenges that projects usually face, meaning less downtime while delivering for the needs of your business.

In a world of constant change, digital transformation and increased competition, the ability to manage complex projects and improve processes has never been more critical. Decisions must be made quickly with your employees having to demonstrate a more flexible and collaborative approach than ever before. This programme will embed the agile mindset and core skills your project managers need to deliver successful transformation in your organisation.

Skills & Behaviours	Knowledge
<ul style="list-style-type: none"> • Project governance • Stakeholder management • Budgeting and cost control • Business case development • Scope and planning management • Schedule management • Risk and issue management • Contract and procurement management • Quality and resource management • Collaboration and teamwork • Leadership and effective communication • Integrity, ethics, and professionalism 	<ul style="list-style-type: none"> • Project management fundamentals • Business case and benefits • Planning and scope • Quality • Scheduling, budgeting, and cost control • Resources and procurement • Risks and issues • Stakeholders • Communication • Leadership and teamwork • Governance and methodologies • Professional development

Course Duration

24 Months

Apprenticeships for Scotland

The below apprenticeship courses are available for team members living and working in Scotland:

Business Administration SCQF 6	Page 35
Customer Service SCQF 6	Page 36
Management SCQF Level 7	Page 37
Management SCQF Level 9	Page 38
Project Management Technical SCQF Level 8	Page 39

The qualifications are offered through a Modern Apprenticeship Programme with Skills Development Scotland (SDS) contributing towards the cost of this training for employees aged 16-24.

Candidates' competence would be assessed on a bi-monthly basis, although modular based assessors would be assessing on a 'whole qualification Basis' i.e., not duplicating any evidence that is relevant in more than one module. Genius People use an online portfolio for all delivery. Delivery methods proposed would be:

- Observation – each candidate observed on a 1-2-1 basis at the beginning, middle and end of the programme.
- Professional Discussion – this would be recorded discussions used to get an overview of the candidate knowledge and understanding, with agreed topics and preparation completed candidate.
- Written Questions – set questions completed by the candidate out-with assessment meetings.
- Case Studies – candidates would complete written customer examples to highlight knowledge and understanding of the policies and procedures that are relevant to their role.
- Witness Statements – testimony of candidate ability to complete job tasks while adhering to rules, regulations, policies, and procedure.

Please be aware that Scottish Apprenticeships are not fully funded through the Apprenticeship Levy. The funding provided by Skills Development Scotland is dependant on age and Apprenticeship sector and the rest is covered by ABM as an employer co-pay.

Business Administration SCQF 6

What is Administration?

Administrators manage daily office tasks to ensure smooth operations. They support various parts of the organisation and interact with customers. Their role adds value by enhancing efficiency, supporting teams, and resolving issues.

Who is this programme for?

This Programme is for people whose roles involve organising resources, including, co-ordinators, secretaries, administration assistants, data entry clerks and office juniors. Duties may include producing business documents, contributing to the organisation of events, providing reception services, using, and maintaining office equipment, providing administrative support for meetings, using a variety of software packages, and contributing to projects.

There are three sections to your course:

1. Mandatory
2. Optional
3. Enhancements

Included in Mandatory:

- Plan how to manage and improve performance in a business environment
- Review and maintain work in a business environment
- Communicate in a business environment

Included in Optional:

- Deliver, monitor, and evaluate customer service to external customers
- Support other people to work in a business environment
- Design and produce documents in a business environment
- Respond to change in business environment

Included in Enhancements:

- Contribute to innovation in a business environment

Customer Service SCQF 6

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer’s own locality. You may be the first point of contact and work in any sector or organisation type.

Who is this programme for?

People whose customer interactions cover a wide range of situations and can include face-to-face, telephone, post, email, text, and social media.

There are three sections to your course:

1. Mandatory
2. Optional
3. Enhancements

	Reception Services	Stock Control	Supervisor
Mandatory	- Demonstrate an understanding of Customer Service	- Demonstrate an understanding of Customer Service	- Demonstrate an understanding of Customer Service
Optional	- Provide reception services - Meet and welcome visitors - Use a diary system - Support other people in a business environment - Plan and organise meetings	- Support other people in a business environment - Work with others to improve customer services - Order products and services - Maintain an issue stock item - Collate and organise data	- Lead a team to improve Customer Service - Build a customer service knowledge set - Manage Customer Service performance
Enhancements			- Ensure compliance with legal, regulatory, ethical, and social requirements

SCQF Level 7 Management

Designed to support new managers, This qualification will give you the skills and confidence to handle a range of management tasks – such as planning, allocating and monitoring work, or supporting and motivating your team.

Learner outcomes

This qualification consists of four mandatory units and three optional units, enabling learners to gain an internationally recognised qualification which guarantees that they have the skills and abilities required to carry out their role.

- Develop your knowledge, skills and competence.
- Lead your team.
- Manage people's performance at work.
- Provide health, safe, secure and productive working environment and practices.

This qualification is ideal if you are in your first management role or have management responsibilities but no formal training. It will also support first-line managers who need to lead people through organisational pressures such as change or budget cuts.

Duration

This course is 12 months in duration and is a blended delivery.

Entry Requirements

Learners should be in a job or placement where they are carrying out relevant tasks which allow them to gather the required evidence, and the learner must be supervising at least one member of staff. No prior qualifications or knowledge are required to undertake this qualification

SCQF Level 9 Management

Developed to support middle managers, this qualification allows candidates to demonstrate competence in job-related skills in their particular area of work and expertise.

This qualification will give you the skills and confidence to handle a range of management tasks – such as planning, allocating and monitoring work, or supporting and motivating your team as well as contributing to broader activities, such as change programmes and recruitment.

Learner outcomes

There are four mandatory and four optional units in this qualification. The four mandatory units are:

- Develop operational plans.
- Provide leadership in your area of responsibility.
- Manage business processes.
- Develop and sustain productive working relationships with stakeholders.

Optional units will focus on the skills to encourage innovation, plan and implement change, develop productive working relationships and more.

This qualification has been specifically designed for middle managers with a wide span of control, autonomy and accountability for performance, who are responsible for determining resource allocation and operational methods in their department or organisation.

Duration

This course is 12 months in duration and is a blended delivery

Entry Requirements

Candidates must be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence

Project Management Technical SCQF Level 8

This apprenticeship is designed to support the development of apprentices working in project Management, in roles such as:

- Project support officer
- Project coordinator
- Project controller
- Project scheduler
- Project management analyst
- Junior project manager

Apprentices will develop experience and apply project management knowledge and skills. They will become able to lead projects with limited complexity or assist on complex projects.

Apprentices will be expected to achieve the following learning outcomes by the end of their apprenticeship:

- Understand their own organisational context and operating environment
- Provide support to develop the business case
- Support procurement processes
- Support contract management arrangements
- Plan and schedule projects, taking account of dependencies and resource requirements
- Contribute to the development and monitoring of project budgets
- Identify, assess and manage project risks and other issues affecting projects

The Project manager course may require the applicant to spend time at a local college completing projects.

This course is not fully funded through the Apprenticeship Levy

Apprenticeships for Northern Ireland

Apprenticeships NI is a work-based programme designed around the needs of employers that offers recognised training and qualifications to new and existing employees taking on new roles that require lots of training and development. The programme offers a wide range of apprenticeships at Level 2 and Level 3.

An apprenticeship is a work-based training programme, most of the training is 'on-the-job' with you as the employer. This is usually four days a week. The rest is provided 'off-the-job', one day a week.

The Apprenticeship courses currently offered through ABM in Northern Ireland Apprenticeships are:

Business Admin Level 2	Page 41
Business Admin Level 3	Page 42
Cleaning Support Services - Level 2	Page 43
Cleaning Support Services - Level 3	Page 44
Facilities Services Level 2	Page 45
Team Leading Level 2	Page 46
Management Level 3	Page 47

Business and Administration - Level 2

About the framework

This framework specifies the standards and the criteria for the delivery of level 2 apprenticeship training to achieve qualified status within the business and administration sector. Successful completion of the apprenticeship will lead to the award of a level 2 qualification and recognition as a qualified person within the industry sector.

Mandatory outcomes

Achievement of a level 2 apprenticeship in business and administration will be assessed by verification through the appropriate awarding body.

You must complete a combined competence and knowledge-based qualification from the list below, along with the mandatory essential skills qualifications.

Mandatory Essential Skills

To successfully complete the apprenticeship, you must achieve the following essential skills qualifications or already hold a recognised equivalent:

- application of number – level 1
- communication – level 1
- information and communication technology – level 1

The essential skills are mandatory and are to be completed as part of the apprenticeship. However, any qualifications you already have are assessed against the framework requirements and may result in an exemption from the above.

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme.

Duration

Apprenticeship duration can vary and will be agreed between the apprentice, training contractor and employer.

Business and Administration - Level 3

This framework specifies the standards and the criteria for the delivery of level 3 apprenticeship training to achieve qualified status within the business administration sector. Successful completion of the apprenticeship will lead to the award of a level 3 qualification and recognition as a qualified person within the industry sector.

Mandatory essential skills

To complete, you must achieve the following or already hold a recognised equivalent:

- application of number – level 2
- communication – level 2
- information and communication technology – level 2

The essential skills are mandatory and are to be completed as part of the apprenticeship. However, any qualifications you already have are assessed against the framework requirements and may result in an exemption from the above.

Competency and knowledge qualifications

Apprentices need to complete a combined competency and knowledge-based qualification, chosen from the list below.

Pathway one – business administration

Combined competence and knowledge-based qualification:

- BIIAB Level 3 Diploma in Business
- City & Guilds Level 3 Diploma in Business Administration
- Highfield Level 3 Diploma in Business Administration (RQF)
- iCQ Level 3 Diploma in Business Administration (RQF)
- Pearson BTEC Level 3 Diploma in Business Administration
- ProQual Level 3 Diploma in Business Administration
- OCN NI Level 3 Diploma in Business Administration Skills

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme.

Cleaning Support Services - Level 2

This framework specifies the standards and the criteria for the delivery of level 2 apprenticeship training to achieve qualified status within the cleaning sector.

If you successfully complete the apprenticeship, you'll be awarded a level 2 qualification and be recognised as a person qualified within the sector.

Mandatory essential skills

To successfully complete the apprenticeship, you must achieve the following essential skills qualifications as part of the apprenticeship or already hold a recognised equivalent:

- application of number – level 1
- communication – level 1
- information and communication technology – level 1

However, any qualifications you already have are assessed against the framework requirements and may result in an exemption from the above.

Competency and knowledge qualifications

You need to complete both a competency-based and a knowledge-based qualification, chosen from the lists below.

Competence-based qualification:

- FDQ Certificate in Cleaning and Support Services Skills
- WAMITAB Certificate in Cleaning and Support Services Skills
- Highfield Certificate in Cleaning and Support Services Skills
- iCQ Certificate in Cleaning and Support Services Skills

Knowledge-based qualification:

- WAMITAB Certificate in Cleaning Principles
- Highfield Certificate in Cleaning Principles
- iCQ Certificate in Cleaning Principles
- BIIAB Certificate in Cleaning

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme.

Cleaning Support Services - Level 2

This framework specifies the standards and the criteria for the delivery of level 2 apprenticeship training to achieve qualified status within the facilities management sector.

Mandatory essential skills

To successfully complete the apprenticeship, you must achieve the following essential skills qualifications as part of the apprenticeship, or already hold a recognised equivalent:

- application of number – level 2
- communication – level 2
- information and communication technology – level 2

Any qualifications you already have are assessed against the framework requirements and may result in an exemption from the above.

Competency and knowledge qualifications

You must complete a combined competency and knowledge-based qualification, chosen from the list below. Combined competence and knowledge based qualification:

- Active IQ Diploma in Customer Service 601/3545/1
- BIIAB Diploma in Customer Service 601/3735/6
- City & Guilds Diploma in Customer Service 601/3564/5
- Highfield Diploma in Customer Service 601/4027/6
- iCQ Diploma in Customer Service 601/3687/X
- IMI Diploma in Customer Service 601/3457/4
- Pearson BTEC Diploma in Customer Service 601/3478/1
- ProQual Diploma in Customer Service 601/3577/3

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme.

Facilities Services - Level 2

This framework specifies the standards and the criteria for the delivery of level 2 apprenticeship training to achieve qualified status within the facilities management sector.

Mandatory outcomes

Achievement of a level 2 apprenticeship in facilities services will be assessed by verification through the appropriate awarding body.

You must complete both a competence-based and knowledge-based qualification, along with the mandatory essential skills qualifications.

Mandatory essential skills

To successfully complete the apprenticeship, you must achieve the following essential skills qualifications as part of the apprenticeship, or already hold a recognised equivalent:

- application of number – level 1
- communication – level 1
- information and communication technology – level 1

Any qualifications you already have are assessed against the framework requirements and may result in an exemption from the above.

Competency and Knowledge Qualifications

You must complete both a competency-based and a knowledge-based qualification, from the lists below.

Competence-based qualification:

- iCQ Level 2 Certificate in Facilities Services

Knowledge Based Qualification:

- iCQ Level 2 Certificate in Facilities Principles

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme.

Team Leading - Level 2

This framework specifies the standards and the criteria for the delivery of level 2 apprenticeship training to achieve qualified status within the team leading sector.

Mandatory outcomes

Achievement of a level 2 apprenticeship in team leading will be assessed by verification through the appropriate awarding body.

Mandatory essential skills

To successfully complete the apprenticeship, you must achieve the following essential skills qualifications as part of the apprenticeship or already hold a recognised equivalent:

- application of number – level 1
- communication – level 1
- information and communication technology – level 1

However, any qualifications you already have are assessed against the framework requirements and may result in an exemption from the above.

Competence and knowledge qualifications

You need to complete a combined competence and knowledge-based qualification, from the list below:

- Active IQ Level 2 Diploma in Team Leading
- BIIAB Level 2 Diploma in Team
- CMI Level 2 Diploma in Team Leading
- Highfield Level 2 Diploma in Team Leading
- iCQ Level 2 Diploma in Team Leading
- ILM Level 2 Diploma in Team Leading
- Pearson BTEC Level 2 Diploma in Team Leading
- ProQual Level 2 Diploma in Team Leading

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme.

Management - Level 3

This framework specifies the standards and the criteria for the delivery of level 3 apprenticeship training to achieve qualified status within the management sector.

Mandatory outcomes & skills

Achievement of a level 3 apprenticeship in management will be assessed by verification through the appropriate awarding body.

To successfully complete the apprenticeship, you must achieve the following essential skills qualifications or already hold a recognised equivalent:

- application of number – level 2
- communication – level 2
- information and communication technology – level 2

Competence and knowledge qualifications

You need to complete a combined competence and knowledge-based qualification chosen from the list below.

Combined competence and knowledge-based qualifications:

- Active IQ Level 3 Diploma in Management 601/3701/0
- BIIAB Level 3 Diploma in Management 601/3744/7
- CMI Level 3 Diploma in Management 601/3779/4
- Highfield Level 3 Diploma in Management (RQF) 601/4097/5
- iCQ Level 3 Diploma in Management 601/3688/1
- ILM Level 3 Diploma in Management 601/3240/1

Eligibility and entry to the programme

You must be a new employee, or an existing employee taking on a new role to take part in the programme. Entry to the level 3 apprenticeship is by progression from the apprenticeships Ní level 2 framework in team leading. You may also enter the level 3 apprenticeship, subject to assessment by the training contractor and employer, if you:

- have already gained significant work experience in your occupational area, which could be considered as meeting the requirements of the level 2 team leading framework and can show the capacity to achieve a level 3 standard
- have previously achieved a relevant level 2 recognised vocational qualification that is a mandatory requirement of the Level 2 apprenticeships Ní team leading framework

Apprenticeships for Wales

Apprenticeships combine practical training in a job with study. As an apprentice you'll:

- work alongside experienced staff
- gain job specific skills
- gain a qualification
- earn a wage and get holiday pay
- get time to study (usually one day a week)

Apprenticeships take 1 to 4 years to complete depending on their level.

All existing employees aged 25+ on the following Level 2 & 3 apprenticeships, must sign up for the apprenticeship within 12 months of them commencing their current role.

- Business Administration
- Retail
- Customer Service
- Team Leading & Management (Level 2)

Management Level 3	Page 49
Management Level 4	Page 50
Management Level 5	Page 51
Facilities Services Apprenticeship Level 3	Page 52

Level 3 Diploma in Management

The Apprenticeship is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency-based qualification will build and develop new skills to enhance their management career.

What will you Study?

Learners will be required to undertake a mixture of mandatory units and optional units (we will work with you to decide what optional units are relevant to your role, and your business).

Mandatory units include:

- Manage Personal and Professional Development
- Manage Team Performance
- Principles of Leadership and Management
- Principles of People Management
- Principles of Business

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills qualifications, depending on your previous qualifications, the Apprenticeship level you are completing and your own particular needs.

Diploma Level 4 in Management

Our ILM Level 4 Management Apprenticeship enables learners to develop their core leadership skills and the ability to plan and implement operational plans and improve working relationships.

What Will You Study?

Learners will be required to undertake a mixture of mandatory units and optional units (we will work with you to decide what optional units are relevant to your role, and your business).

Mandatory units include:

- Manage Personal and Professional Development
- Provide Leadership and Management
- Develop and Implement an Operational Plan
- Develop Working Relationships with Stakeholders
- Develop and Implement an Operational Plan
- Develop Working Relationships with Stakeholders

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills qualifications, depending on your previous qualifications, the Apprenticeship level you are completing and your own particular needs.

Level 5 Diploma in Management

Our ILM Level 5 Diploma in Management enables learners to develop their essential leadership skills, manage strategic change and design business processes to maximise organisational effectiveness.

This Apprenticeship is aimed at Managers, Middle Managers and Senior Managers. Managers operating at Level 5 play an integral role in strategic planning, managing change and delivering results.

What will you Study?

Learners will be required to undertake a mixture of mandatory units and optional units (we will work with you to decide what optional units are relevant to your role, and your business).

Mandatory units include:

- Contribute to the Development of a Strategic Plan
- Design Business Processes
- Manage Strategic Change
- Provide Leadership and Management

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills qualifications, depending on your previous qualifications, the Apprenticeship level you are completing and your own particular needs.

Facilities Services Level 3

Our Facilities Services Apprenticeship is to support a learner to provide the skills and knowledge required to become competent in providing quality and cost-effective maintenance and care services for a wide range of commercial and public buildings.

This programme is suitable for candidates who manage a team who maintain and repair the building fabric, operate and maintain heating, ventilation, lighting and plumbing systems and project manage and manages budgets.

Learners will be required to undertake a mixture of mandatory units and optional units, These be decided to ensure the optional units are relevant to your role, and your business.

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills qualifications, depending on your previous qualifications, the Apprenticeship level you are completing and your own particular needs.

Apprenticeships for Republic of Ireland

An apprenticeship is an opportunity to earn a salary as an employee while gaining valuable knowledge and skills. You will learn both on-the-job and, in a college, setting while being paid throughout.

Accounting Technician Level 6	Page 54
Recruitment Executive Level 8	Page 55

Accounting Technician Level 6

What does an Accounting Technician do?

As an accounting technician you will engage in bookkeeping; accounts preparation; expense and VAT analysis; reporting and credit control systems; as well as specialist tasks in areas such as tax, audit and payroll.

What Skills will I Learn?

By the end of your training, you will be able to:

- Maintain bookkeeping records
- Support the preparation of detailed and accurate accounts
- Complete and file VAT returns and deal with Revenue queries
- Carry out tasks regarding payroll including setting up new employees, issuing P45s, and processing monthly payroll
- Support the preparation for annual audits
- Analyse monthly expenses
- Produce detailed financial reports.

On completion of this apprenticeship, you will become a fully qualified accounting technician, with a QQI Level 6 Advanced Certificate in Accounting and a member of Accounting Technicians Ireland.

Duration

2 years

Recruitment Executive Level 8

What does a Recruitment Executive do?

Working as a recruitment executive you will play a vital link between candidates and clients. You will be responsible for placing people into their ideal career or job opportunity.

You will find the best talent solutions for clients to help grow their business. You will need to attract reliable, strong and enthusiastic candidates through innovative advertising and social media.

In your role as recruitment executive, it will be important for you to form good relationships with clients to enable business development and growth

What skills will I Learn?

By the end of your training, you will be able to:

- Use specialist sales and marketing skills to achieve recruitment revenue, client, candidate and development targets
- Use customer retention skills to retain hiring clients
- Manage job advertising platforms for recruitment and job promotion
- Use IT Skills including database and digital marketing skills
- Employ negotiation skills in candidate development and client service delivery
- Develop and deliver learning and development programmes.

Duration

3 years.