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Get Set for apprenticeships



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SKILLS
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APPRENTICESHIPS

Apprenticeship Standard - LEVEL 3

Content Creator.

What is the Content Creator Apprenticeship?

A content creator (also referred to as a Creative Content Assistant) is responsible for developing and creating content that can be used across a variety of media including digital, social media, broadcast or in print. Working to the customer/client brief, they research, prepare and develop the media messaging to maximise audience engagement, capturing the strategy and objectives of the brand and needs of the customer they are representing.

The content they create can be used as part of media, advertising and marketing campaigns. Content Creators collaborate with designers and developers, using authoring languages to create content for the World Wide Web, which may include video, images, text (or “copy”), web pages and social media content, so an enthusiasm for technology and creating great online experiences is a must.

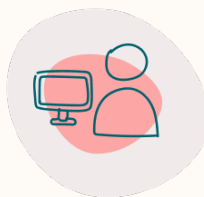
What will they gain?

By completing this apprenticeship the apprentice will be able to produce engaging content, learn how to use SEO and analytics effectively and work towards a client’s brief. This standard will bring attractive and interactive content throughout your company and will be supported by online workshops throughout the apprenticeship. This apprenticeship is designed to generate creative and engaging content to grow your company throughout the industry.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 3

Multi-Channel Marketer.

What is the Multi-Channel Marketer Apprenticeship?

Multi-channel marketers will sit within a specific company/agency that provides marketing deliverables and advice to external clients, or within an internal marketing team, delivering marketing activities to drive the business. The broad purpose of the occupation is to support customer focussed marketing activities that drive the demand for a product or service through awareness raising and generating results.

Multi-channel marketers will define, design, build and implement campaigns across a variety of platforms to drive customer engagement and retention. In addition, they will be responsible for parts of the campaign within their area of responsibility. As part of the Marketing team, they will contribute to the implementation of the Marketing strategy and plans and will have responsibility for elements of the overall marketing plan.

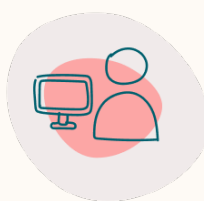
What will they gain?

The apprenticeship will develop learners ability to market your company to the next level and identify how to create an effective marketing campaign. They will be responsible for delivering day-to-day marketing activities across a multitude of platforms, channels and systems that are essential to the Marketing function and activities of your company. Sending your employees on this apprenticeship will create a new dynamic of marketing and drive new customers towards your website.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 3

Business Administrator.

What is the Business Administrator Apprenticeship?

The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers.

The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

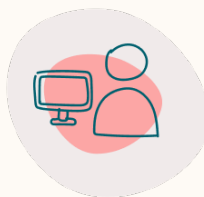
What will they gain?

Upon completion of this apprenticeship, learners will have identified how to work independently and as part of a team, developing, implementing, maintaining and improving administrative services across all sectors. By sending your employees on this apprenticeship, it will generate a professional and responsible attitude throughout your workplace.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 2

Customer Service Practitioner.

What is the Customer Service Practitioner Apprenticeship?

The role of a customer service practitioner is to deliver high quality service to customers which will be delivered from the workplace, digitally and face to face. These may be one off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction.

They may be the first point of contact and work in any sector or organisation type. A practitioners actions will influence the customer experience and satisfaction with the organisation. They will demonstrate excellent customer service skills as well as product and/or service knowledge when delivering to customers. Customer interactions may cover a wide range of situations and can include; face-to-face, telephone, email and social media.

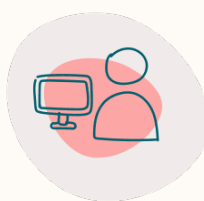
What will they gain?

By completing this apprenticeship learners will have demonstrated excellent customer service skills and behaviours as well product knowledge when delivering to your customers. They will have covered a wide range of customer interaction's and developed the skills to deal with them until the customer is satisfied. The skills and abilities will be transferable between external and internal customer interactions.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 3

Customer Service Specialist.

What is the Customer Service Specialist Apprenticeship?

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.

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. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

What will they gain?

By completing this apprenticeship learners will be able to analyse data and customer information that influences change or improvements in the workplace, utilise both organisational and generic IT systems to carry out your role with awareness of other digital technologies. The learner will be able to show a customer-friendly attitude around the workplace.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 3

HR Support.

What is the HR Support Apprenticeship?

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. Their work is likely to include handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes.

They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policies and current laws, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.

What will they gain?

A successful applicant would have gained knowledge on complex HR processes, an understanding of how to handle day to day queries and improve the procedures of it and recognise the responsibility of managing a small team. Once your employee has completed this apprenticeship they will improve the work environment and bring a new positive attitude towards your department.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 3

Team Leader or Supervisor.

What is the Team Leader or Supervisor Apprenticeship?

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in leadership and management and who wish to take their first steps into professional management.

What will they gain?

While completing the apprenticeship learners will develop attributes to support job roles within team leading. They will build transferable skills to be used across all supervisor roles and how to effectively manage a team professionally. Sending your employees on this apprenticeship will generate an effective member of your team who can help across all sectors regarding management and be able to provide useful information to make a customer-friendly workplace.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

Apprenticeship Standard - LEVEL 5

Operations or Dept Manager.

What is the Operations Departmental Manager Apprenticeship?

An operations/departmental manager 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. This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible.

Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. 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 they gain?

While completing this apprenticeship learners will understand key responsibilities which may include creating and delivering operational plans, managing projects, managing the department and team within it and coaching your employees. This apprenticeship has been designed to provide access to development opportunities and create a manager who can improve performance across all sectors of the business.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

Apprenticeship Standard - LEVEL 3

L&D Practitioner.

What is the Learning & Development Practitioner Apprenticeship?

L&D Practitioners are typically involved with identifying learning/training needs, designing/sourcing training and learning solutions, delivering and evaluating training, and working with stakeholders/business area managers. The role focus is often on the practical delivery of training. The L&D Practitioner will typically have expertise and competence in their specific field whether it be technical, vocational or behavioural.

They link the learning within their area of responsibility to business objectives and performance, understanding the learning cycle and working by it. The role can be more specialist, with a focus on and requiring in-depth expertise in a specific area of L&D such as learning design, e-learning or digital/blended learning.

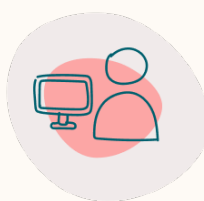
What will they gain?

A successful learner will have developed a new wide range of skills which include; contributing, influencing and improving techniques in the workplace at an individual, team and organisation level. The learner will acquire new relevant skills from working alongside colleagues who specialise in Human Resources and working with them to report to an L&D Business Partner/Consultant or Manager.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

Apprenticeship Standard - LEVEL 5

L&D Consultant.

What is the Learning & Development Consultant Apprenticeship?

A Learning & Development (L&D) Consultant/Business Partner is accountable for ensuring L&D contributes to, and influences, improved performance in the workplace at an individual, team and organisation level. They also have the commercial responsibility to align learning needs with the strategic ambitions and objectives of the business. They are agents for change, influencing key stakeholders, making decisions and recommendations on what the business can / should do in an L&D context.

They are also likely to lead on any L&D related elements of business projects. The L&D Consultant/Partner will often have expertise and competence in a specific field whether it be technical, vocational or behavioural. They link the work they do to the context and strategic priorities of the business and measure the outcomes and impact of any learning interventions.

What will they gain?

Once completed the apprenticeship learners will have a good grounding across all sectors of L&D with a business-focused mindset. The apprenticeship will give learners the ability to work within a range of organisations including private, public and third sectors. By sending your employees on this apprenticeship, it will produce a learner who is capable of creating an efficient workplace and influence improvements on your strategic ambitions and objectives of the business.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

Apprenticeship Standard - LEVEL 3

Teaching Assistant.

What is the Teaching Assistant Apprenticeship?

Teaching Assistants work in Primary, Special and Secondary education across all age ranges encompassing special educational needs and emotional vulnerabilities. The primary role of the Teaching Assistant is to support the class teacher to enhance pupils' learning either in groups or individually, ensuring pupils understand the work set, know their learning objectives and stay on task in order to make progress.

Promoting self-belief, social inclusion and a high self-esteem play an integral part to pupils' well-being; ensuring pupils thrive in a positive, nurturing, safe environment. It is an active role supporting the learner to access the curriculum. They are good role models, act with honesty and integrity, take part in team meetings; contribute to planning and class activities.

What will they gain?

While completing the apprenticeship the learner will become a good role model, acting with honesty and integrity, taking part in team meetings and contributing to planning and class activities. You will also be promoting Fundamental British Values through spiritual, moral, social and cultural development to ensure you are contributing to improving pupil progress and development.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

Apprenticeship Standard - LEVEL 2

Recruitment Resourcer.

What is the Recruitment Resourcer Apprenticeship?

A recruitment resourcer may be employed in any organisation that requires a recruitment function. Their role is to identify, attract and shortlist candidates for the recruitment process to fulfil the requirements of the business brief and provide resourcing support to the recruitment function. They may also be required to identify new business opportunities.

A career in recruitment as a recruitment resourcer can appeal to those individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise for professional and personal development within the recruitment sector with transferable skills being respected throughout industry as a whole.

What will they gain?

While completing this apprenticeship learners will be able to identify how to successfully recruit candidates to meet the business requirements and develop respected transferable skills throughout the recruitment sector. Learners will also be providing resourceful information to support the recruitment processes. Sending your employees on this apprenticeship will create new ways to make recruitment safer and more efficient.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.

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Apprenticeship Standard - LEVEL 3

Recruitment Consultant.

What is the Recruitment Consultant Apprenticeship?

Predominantly employed within the recruitment sector, the recruitment consultant's role is to identify and secure job opportunities within client organisations. They attract candidates and successfully place them in those jobs in return for a fee. A recruitment consultant may focus on the supply of flexible workers, permanent placements or a combination of both.

A career in recruitment as a recruitment consultant can appeal to those individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise in the recruitment sector for personal and professional development, such as team leader and or managerial roles.

What will they gain?

On completion of this apprenticeship, learners will be able to secure client recruitment opportunities in line with corporate and personal goals and be able to place suitable candidates to meet requirements in order to achieve revenue. You will have the confidence and ability to ensure high levels of customer satisfaction and quality standards throughout your client relationship.

What are the requirements?



Must be 16 or over and working at least 30 hours per week including all training and study time.



Must be in an occupation relevant to the apprenticeship and hold a contract of employment.



Must be allowed to use 6 hours a week of their working time to complete off-the-job-training.



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Price List.

	Levy Employers	Non Levy
Content Creator Level 3	£10,000	£500 + VAT
Multi-Channel Marketer Level 3	£11,000	£550 + VAT
Business Administrator Level 3	£5,000	£250 + VAT
Customer Service Practitioner Level 2	£3,500	£175 + VAT
Customer Service Specialist Level 3	£4,000	£200 + VAT
HR Support Level 3	£4,500	£225 + VAT
Team Leader Level 3	£4,500	£225 + VAT
Operations Department Manager Level 5	£7,000	£350 + VAT
Learning and Development Practitioner Level 3	£6,000	£300 + VAT
Learning and Development Consultant Level 5	£7,000	£350 + VAT
Teaching Assistant Level 3	£7,000	£350 + VAT
Recruitment Resourcer Level 2	£5,000	£250 + VAT
Recruitment Consultant Level 3	£5,000	£250 + VAT

Get Set for making your Apprenticeship Levy work for you.

If you are a business with an annual wage bill over £3 million you will pay a levy of 0.5% of your total wage bill after the first £3 million.

If you do not use your levy pot after 24 months, you will lose it!

Get Set for making your Non-Levy Apprenticeship Levy work for you.

You can get help from the government to pay for apprenticeship training if you are a business that doesn't pay the apprenticeship levy. You will pay 5% towards the cost of training and assessing an apprentice and the Government covers the rest up to the funding band maximum.



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Get in touch.

The Get Set UK team are ready to help you take your **next step.**



Let's talk:

0330 341 3939



Send us an email:

apprenticeships@getsetuk.co.uk



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