Apprenticeships
Information for school and college leavers
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Introduction

Leaving high school or college can be an exciting but also worrying time. You may be lucky enough to know exactly what career path you want to follow and have your future clearly mapped out. On the other hand, you may not know which way to turn and therefore be really nervous about the future.

Hoople can help.

If you have a good idea of what you want to do, our apprenticeship programmes will be of interest. We offer apprenticeships in Health and Social Care, Childcare (including Teaching Assistants), Business and Administration, Customer Service, Dental Nursing and Team Leading.

If you’re less sure, our pre-apprenticeship programmes may be more relevant. Known as study programmes and traineeships, these give you the chance to ‘try out’ certain careers before making a long term commitment.

Details of all these options can be found in this information booklet. If after reading it you’re still not sure, give us a call or contact us via email.

Why Hoople?

Hoople offers a warm and welcoming environment with smaller class sizes than many other providers. The atmosphere at Hoople is relaxed and friendly at the same time as being fully focused on helping you to achieve the qualifications and experience you need for your future career.

Many of our learners have used their apprenticeship programmes as a springboard to successful careers. You can read some their stories by visiting our website or get in touch for further information.
Hoople apprenticeships

Hoople offers apprenticeships in the following subject areas:

- **Health and Social Care**  
  Levels 2, 3 and 5

- **Business and Administration**  
  Levels 2 and 3

- **Customer Service**  
  Levels 2 and 3

- **Childcare (Children and Young People’s Workforce/Early Years Education)**  
  Levels 2 and 3

- **Teaching Assistants (Supporting Teaching and Learning in Schools)**  
  Levels 2 and 3

- **Dental Nursing**  
  Level 3

- **Team Leading**  
  Levels 2 and 3

“Sometimes I feel like I’m not doing a job. I’m doing what I enjoy most and learn a lot from the other people here. I feel like part of the team and am not treated any differently to other members of staff.”

— Paulina, Business and Administration apprentice
**What are the options?**

**START HERE**
Will you be aged 16 – 24 this September?

**NO**

**YES**

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Do you know what career you’d like to follow?

**YES**

**I HAVE SOME IDEA**

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Are you interested in a career in health and social care, business and administration, customer service, childcare, teaching assistance or dental nursing?

**NO**

**YES**

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Not to worry! Visit www.gov.uk/apply-apprenticeship for details of local providers who offer apprenticeships in other subject areas.
If you’re aged 16 – 19, or have a learning difficulty or disability and are under the age of 26, a Study Programme may be right for you.

See page 15 to 16 for further information.

A Traineeship combines workplace training with classroom learning. You can try out a workplace environment you’re interested in, without having to make a long term commitment.

See pages 14 to 15 for further information.

Great news! We have apprenticeships available in all these programmes. You can earn while you learn and gain practical experience in your chosen career path.

See pages 6 to 13 for further information.

Although an apprenticeship can be undertaken at any age post-16, this booklet is aimed at those leaving school/college or starting work for the first time.

Please contact our Training team to find out more about our 24+ programmes on 01432 383500.
Apprenticeships

Apprenticeships are work based training programmes. This means that you will be employed in a real business and at the same time be gaining valuable, on-the-job experience in a job role and industry that’s of interest to you.

The Government changed the rules applying to apprenticeships from April 2017. This is because it wants to improve the quality of apprenticeships and make them more relevant to employers and apprentices.

One of the main changes is that employers are now expected to allow all apprentices time for ‘off-the-job’ learning. This must be 20% of your contracted hours (over the lifetime of the apprenticeship). This time can include all sorts of things, such as attendance on a training programmes, one-to-one coaching sessions with your mentor or Hoople course assessor and time for personal reflection and study.

The way that apprenticeships are assessed has also changed, particularly for the newer style apprenticeship standards that are replacing apprenticeship frameworks.

But don’t worry! This booklet will talk you through the basics—and we will guide you through all you need to know before you enrol for an apprenticeship with us.

The basics

- Apprentices are employed for a minimum of 30 hours per week, which includes time for off-the-job training.
- Apprentices are paid at least the national minimum wage for apprentices.
- Most of Hoople’s apprenticeship programmes last from 12 – 18 months
- The apprenticeship is provided free of charge to learners as it is funded by the Government and employers.
- All apprenticeships follow a framework or standard. However, a degree of flexibility is built in to allow employers and apprentices to develop a programme that is relevant to them.
- There are no formal entry requirements for Hoople apprenticeships as all Level 2 and 3 programmes include training in maths, English and ICT, where required.
- At the end of apprenticeships, there is no guarantee of a job. However, many employers do choose to keep on their apprentices and see them as part of their ongoing staffing strategy.
Apprenticeships in Health and Social Care

These courses are for anyone who is interested in working as a care worker, healthcare or personal assistant. This includes working for clients of all ages with various needs. Examples are working with the elderly, those with learning disabilities or mental health issues in hospitals, care homes or employed directly by them in their own homes.

What personal qualities will I need?

Working in care means making a positive difference to others’ lives when they are faced with physical, practical, social, emotional or intellectual challenges.

To be successful, you will need to have a caring nature and be a good listener with lots of patience and common sense. You must be reliable and trustworthy and able to get on with people from all walks of life.

Which apprenticeships can I do in this subject area?

- Level 2 Adult Care Worker
- Level 2 Healthcare Support Worker
- Level 3 Lead Care Worker
- Level 3 Senior Healthcare Support Worker
- Level 5 Health and Social Care Leadership and Management
- Level 5 Healthcare Assistant Practitioner

Where can this apprenticeship take me?

Upon completion of one of the Level 2 apprenticeships, you may be able to undertake the Level 3 course aimed at more senior staff.

These courses could help you on your way to undertaking a foundation degree in nursing or towards leadership roles within the sector, including progression onto the Level 5 programmes.

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Apprenticeships in Business and Administration

Effective administration is a feature of all successful businesses and this apprenticeship is therefore suitable for anyone who is looking for a mainly office-based career, no matter what the nature of the business. For example, you could be working in a traditional commercial business, or working in an office in a theatre, garage, school or voluntary organisation—the opportunities are endless!

Duties typically include answering the telephone, managing diaries, filing and organising documents, data processing and office communications but there are opportunities to take modules that reflect your particular interests, eg marketing or ICT.

What personal qualities will I need?

To be successful, you will need to be a good organiser and enjoy working with other people. You will be good at working in teams, but also able to work by yourself. Effective timekeeping will be important as is the ability to concentrate on your work and to be able to apply yourself to given tasks.

Which apprenticeships can I do in this subject area?

- Level 2 Business and Administration
- Level 3 Business and Administration

Where can this apprenticeship take me?

Apprenticeships in Business and Administration open the door to many future opportunities.

These Level 2 and 3 programmes offer a good grounding in the skills required to work in an office environment and provide a springboard to further professional development.

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Apprenticeships in Customer Service

These courses are for anyone who is interested in working in any environment that involves serving customers. For example, this could be in a retail (shop) environment, in a call centre, the reception desk of a hotel or leisure centre or manning a company helpline. Typical jobs involve welcoming customers and dealing with any enquiries in an appropriate, professional and positive way.

What personal qualities will I need?

To be successful, you will need to be a ‘people’ person—someone who enjoys communicating with others and is passionate about providing a good service. A warm and welcoming personality, a willingness to help others and a ‘can do’ attitude would also be a good bonus for a career in customer service.

Which apprenticeships can I do in this subject area?

- Level 2 Customer Service Practitioner
- Level 3 Diploma in Customer Service

Where can this apprenticeship take me?

These apprenticeships will provide a good grounding in customer service skills and knowledge, facilitating your progress in the customer service area of your choice.

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Apprenticeships in Childcare

These courses are for anyone who is interested in working with children, for example as a nursery or playgroup assistant, or perhaps in a children’s home or in the reception class of a primary school.

Childcare apprenticeships focus on supporting children in any of these environments, helping to develop and nurture their skills and building relationships with parents and children.

What personal qualities will I need?

To be successful, obviously you must like children! You’ll also need to have a warm personality and have lots of patience and common sense. It’ll help too if you’re creative and cheerful and you must be totally reliable and trustworthy.

Which apprenticeships can I do in this subject area?

- Level 2 Children and Young People’s Workforce
- Level 3 Early Years Educator

Where can this apprenticeship take me?

Completing a Level 2 apprenticeship may enable you to work as a playgroup, pre-school or nursery assistant. The subsequent Level 3 apprenticeship is aimed at those with experience, or who are working at a supervisory level, and may enable you to work, for example, as a nursery supervisor/nurse, pre-school leader or childminder.

Those with responsibility for planning delivery of services may go on to undertake an early years foundation degree, preparing them potentially to work in nursery management. Further training may cover early years initial teacher training, leading to becoming an early years teacher.

For more information about career progression routes, visit the Professional Association for Childcare and Early Years (www.pacey.org.uk).

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Apprenticeships for Teaching Assistants

These courses are for anyone who is interested in working in a school setting with children of all ages and abilities.

On this apprenticeship, you will learn how to support pupils, teachers, the school and the curriculum.

What personal qualities will I need?

To be successful, you will need to be able to get on with children and adults and be a team player. Other requirements are the ability to be flexible (as classrooms can be unpredictable places!), patient and sensitive to others’ needs.

Which apprenticeships can I do in this subject area?

- Level 2 Supporting Teaching and Learning in Schools
- Level 3 Supporting Teaching and Learning in Schools

Where can this apprenticeship take me?

There are four grades of teaching assistant, and at each grade you will be able to take on a greater level of responsibility. Both the Level 2 and Level 3 apprenticeships may enable you to work towards higher grades, with the Level 3 apprenticeship in particular potentially enabling you to become a Higher Level Teaching Assistant.

Those wishing to train as a teacher may later be able to undertake a Graduate Teacher Programme whilst in-post at their current school. Alternatively, they may choose to undertake part-time university study.

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Apprenticeships in Dental Nursing

This programme is suitable for anyone who is interested in working as a dental nurse in a dental practice.

The dental nurse role complements that of other dental professions. One of the primary roles is to provide chair side support to dental professionals and deliver a high level of patient care.

On this apprenticeship, a wide range of knowledge, skills and behaviours will be developed to support these requirements.

What personal qualities will I need?

To be successful, you will need to be interested in oral health and enjoy science. You should also have a calm and helpful manner and be able to relate to people from all walks of life, including children and those with special needs. You’ll also need to be a good team player.

Which apprenticeships can I do in this subject area?

- Level 3 Dental Nurse

You will work towards a qualification that has been approved by the General Dental Council as meeting the requirements for entry to the professional register.

Where can this apprenticeship take me?

On successful completion, you can register with the General Dental Council as a qualified Dental Nurse.

Those completing their apprenticeship in dental nursing may choose next to undertake a foundation degree to further their career progression. Alternatively, they may choose to branch into dental hygiene and/or therapy with a professional diploma in one of these areas.

Either for their own career progression, or to suit the needs of their practice, they may be able to undertake shorter, specialist courses in areas such as sedation nursing, orthodontics, radiography, oral health and impression taking.

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Apprenticeships in Team Leading

These apprentices are for new and aspiring team leaders, supervisors, project officers and shift supervisors. As such, they are unlikely to be suitable for school and college leavers but may be of interest as you progress your career.

What personal qualities will I need?

To undertake these programmes, you will have had several years’ experience and the ambition and capability to progress as a supervisor, team leader or manager.

Which apprenticeships can I do in this subject area?

- Level 2 ILM (Institute of Leadership and Management) Team Leadership
- Level 3 Team Leader/Supervisor

Where can this apprenticeship take me?

These apprenticeships will provide you with the skills and knowledge to become an effective team leader. They will be invaluable to those who aspire to a leadership role, both at team leader and management level.

Further ILM qualifications can be taken to support you as you progress your career.

Further details on these options, together with course content and assessment requirements, can be found via our website—or please get in touch.
Traineeships

Traineeships are pre-apprentice training programmes that combine on the job training with classroom learning. They provide an ideal opportunity for you to try out a work environment you’re interested in, without having to make a long term commitment.

You will not be paid for your time in the workplace, but the traineeship will help you to gain valuable experience and knowledge to help you get ready for work. Financial support is available for eligible students in the form of a weekly bursary. The bursary fund is awarded on a discretionary basis and is designed to remove barriers to training, for example transport, meals and equipment costs.

Traineeships are centred around your needs and are potentially available in all sectors, subject to suitable work placements being found.

Traineeships include help with functional skills, for example maths and English, if you’ve not already achieved GCSE grades 9 – 4 or A – C in these subjects. You will also be offered a range of ‘employability skills’ such as how to complete job applications, CV writing, interview skills, communication and team working. You will be allocated a dedicated tutor/assessor who will be there to help you to set your objectives and provide feedback and any help needed.

Traineeships last between six weeks and six months and start dates are available throughout the year.

How much do traineeships cost?

There is no charge for learners as the Government will support you to do the traineeship.

Who are traineeships for?

If you have some idea of what you’d like to do but are not quite ready to commit to an apprenticeship, a traineeship could be the right choice for you.

What happens after the traineeship?

If you find that you enjoy the particular work environment you have chosen, an apprenticeship is the next natural step.
Study programmes

Study programmes are based mostly in the Hoople Training Centre and are aimed at helping you to choose a career path and then preparing you for further education and employment. You will not be paid but financial support is available for eligible students on a discretionary basis and is designed to remove barriers to training—for example transport, meals and equipment costs.

Study programmes provide you with the opportunity to achieve qualifications, gain work experience, make friends and boost your confidence.

At the beginning of the study programme, we will help to plan a route to help you set yourself some clear targets. Hoople offers four different areas of study: Health and Social Care, Business and Administration, Childcare or IT Users. In addition to your chosen work area, Hoople will also help you to develop your maths, English and ICT skills, if you haven’t already achieved GCSE grades 9 – 4 or A – C in these subjects. You will also undertake a range of ‘employability skills’ such as how to complete job applications, CV writing, interview skills, communication and team working.

Learners will be based at the Hoople Training Centre in Hereford. Work placements will be introduced when you are ready and typically will take place on one day per week. You will be allocated a dedicated tutor/assessor who will be there to help you to set your goals and will provide feedback and any help needed.

Study programmes last approximately six months and start dates are available throughout the year.

How much do study programmes cost?

There is no charge for learners as places are funded by the Government.

Who are study programmes for?

Study programmes are available to anybody aged 16 – 19 years who is not in work, education or already on a training programme. They’re also open to people with learning difficulties and disabilities up to the age of 25. If you have no idea of what you’d like to do and are aged 16 – 19 years (or have a learning difficulty or disability and are up to 25 years of age) a study programme could be just what you need.

What happens after the study programme?

The study programme will help you to choose your next step, which could be further education, an apprenticeship, traineeship or employment.
Further information and how to apply

Please contact our Training team. You can call them on 01432 383500 or email training@hoopleltd.co.uk.

You will be asked to complete an application form, which can be downloaded from our website—or please get in touch if you need a hard copy. After receiving your application form, we will invite you to attend our Training centre for an informal meeting.

You may also wish to keep an eye on the apprenticeship vacancies section of the Hoople website (http://www.hoopleltd.co.uk/training-apprenticeships/apprenticeships/browse-vacancies/). If you see a vacancy that is of interest to you, please apply as instructed.

If you would like to meet us face-to-face and have a look around our facilities before completing the application form, please contact us to arrange an appointment.
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