00:01

[Music]

00:08

[Music]

00:21

[Music]

00:41

our friendships are a great way to earn

00:44

a wage and work alongside experienced

00:46

staff members to gain job specific

00:47

skills to qualify for an apprenticeship

00:50

you must be employed for a minimum of 16

00:53

hours a week and be receiving at least

00:54

the apprenticeship minimum wage or

00:56

age-related wage you will work towards

01:00

nationally recognised qualifications

01:02

relevant to your area of study

01:05

apprenticeship involved the completion

01:08

of competence knowledge and essential

01:10

skills of qualifications you will be

01:16

assessed on and off the job and

01:17

assessments are tailored around your

01:19

work in patterns

01:23

apprenticeship start at the level 2

01:25

which is known as a foundation of

01:26

friendship and move through to a level 3

01:29

apprenticeship under level 4 all level 5

01:32

known as a higher apprenticeship the

01:35

level that you commence on will highly

01:37

depend on your role and responsibilities

01:41

I'm Claire barley and with my business

01:44

partner Matthew Roberts we are delighted

01:46

to be celebrating our fifth year as

01:48

permanent a PRP training limited

01:49

supported by both government and

01:51

European Social Fund we currently work

01:53

with over 320 learners since we started

01:55

on this journey 1388 apprentices have

01:59

successfully completed their

02:00

qualifications and 240 trainees have

02:03

successfully progressed see members like

02:05

this is exactly right Matthew and I came

02:07

into the business and why we look

02:08

forward to another five years all

02:10

providing work based learning to our

02:11

community I'm Holly and a qualified qcf

02:14

Assessor with years of experience in the

02:16

various

02:16

which we offer at PRP training such as

02:18

hospitality management team leading

02:20

retail and customer service the work

02:22

based qcf frameworks we offer a fully

02:24

funded and nationally recognised

02:26

qualifications that benefit both the

02:28

learner an employer as the learners can

02:29

develop new transferable skills and

02:31

progress in their careers whilst

02:33

enabling the employer to gain a more

02:34

qualified and competent workforce

02:37

you

02:43

[Music]

02:50

[Music]

03:05

there are around 140,000 administrators

03:08

in Wales to help to keep businesses

03:10

running in the public private and

03:11

not-for-profit sectors businesses face

03:14

many challenges when staff leave or

03:16

retire including technological change

03:18

globalisation - mantra skills

03:20

administration stuff skills shortages in

03:23

the existing workforce there are three

03:26

funded apprentice levels available

03:28

including the foundation of friendship

03:30

which is a level two we may work as

03:33

demonstrator office junior receptionist

03:36

legal secretary and so on the

03:40

apprenticeship at level three where you

03:43

may work as an administration executive

03:46

Administration Officer a team leader

03:48

personal assistant secretary or legal

03:51

secretary and the higher applied checkup

03:54

which is a level 4 we may work in such

03:57

roles as office manager administrative

04:00

team leader or business development

04:01

executive just to name a few

04:04

the customer service apprenticeship and

04:06

foundation of management Wales respond

04:08

to the employer need for high levels of

04:10

customer service skills within a wide

04:12

range of organisations in Wales they're

04:15

around 117 thousand people work and in

04:17

sales and customer service related

04:19

occupations employees recognize the key

04:23

role customer facing staff play in

04:24

determining the quality of customer

04:26

experience and increasing customer

04:28

loyalty customer service skills are

04:31

transferable across sectors and can be

04:33

applied to many job roles the foundation

04:36

of friendship which is a level 2 it's

04:38

primarily aimed at individuals whose job

04:40

role is dedicated to customer service as

04:42

an occupation roles may include customer

04:45

service trainees assistants and

04:48

representatives or agents was an

04:51

apprenticeship which is a level 3 maybe

04:54

customer relationship managers

04:56

coordinators and team leaders the

05:01

information technology framework

05:02

provides the apprentice with the

05:04

competence skills and knowledge to work

05:06

effectively and efficiently with IT

05:08

systems communications and productivity

05:11

tools and applications in a range of job

05:13

roles and industry sectors one is six

05:16

Welsh employers state that there are

05:18

gaps between the IT use the skills held

05:20

by their stuff compared with what's

05:22

required to the company IT user skills

05:24

are required for over 72% of job roles

05:27

over 90% of new posts specifically

05:30

required IT user skills employers are

05:34

anticipate increasing activity in the

05:35

uses of mobile computing applications on

05:37

virtualization

05:39

new implementation of green IT and rapid

05:42

development of new technology to support

05:43

business growth

05:44

[Music]

05:46

for many of these jobs the level of

05:48

competence is not necessarily either

05:49

wide nor deep under these situations a

05:52

level 2 apprentice is ideal the addition

05:55

of underpinning knowledge personal

05:56

learning and thinking skills and

05:58

essential skills ensure that the

06:00

apprentice can not only use IT but it's

06:03

also literate and numerate

06:04

unable to solve problems and work in

06:06

teams as required the level 3 apprentice

06:09

would be paid for job roles requiring

06:11

in-depth knowledge and competence and

06:13

the use of particular systems on

06:14

software as well as a range of

06:17

transferable skills and the ability

06:19

develop and test solutions to improve

06:20

workplace productivity through the use

06:23

of IT there is a strong demand for

06:26

manual skills in Wales with around

06:28

170,000 managers and senior officials

06:31

currently employed this framework is

06:34

designed to meet the skills needs of

06:35

employers of all sizes across the public

06:37

private are not before the sector's in

06:39

Wales they will attract new talent into

06:42

management and will help to obscure the

06:44

workforce to replace those who need or

06:46

retire the team-leading foundation of

06:49

friendship at level 2 has been developed

06:52

to support those working as team leaders

06:54

section leaders floor managers helpdesk

06:57

managers training supervisors and many

07:00

other roles it is designed for

07:02

individuals new to these roles to build

07:03

their competence knowledge and

07:05

experience the manager of friendship at

07:08

level 3 has been developed to support

07:10

those working as first-line managers

07:12

section managers assistant managers

07:15

training managers and again many of the

07:17

roles the Huayra friendship which is

07:20

either a level 4 or level 5 depending on

07:23

your role and competence is designed for

07:25

those working in broker or sub chars

07:28

managers senior managers directors

07:31

unhealth of departments

07:34

the retail apprenticeship frameworks are

07:36

designed primarily to develop people in

07:38

employment through the retail sector

07:39

through gaining the knowledge skills and

07:42

understanding to carry up the role this

07:44

will enable them progress more quickly

07:45

to more senior roles moving from a sales

07:49

colleague to a senior or supervisory

07:51

position results in an average increase

07:53

of a 5,000 pound annual salary the

07:57

retail apprenticeship frameworks are

07:58

Ravin to 1.8 million employees in the

08:01

retail sector the retail foundation of

08:05

friendship at level 2 has been designed

08:07

for individuals working within a retail

08:09

environment as a general sales assistant

08:12

as well as those in more specialist

08:14

roles for example Beauty consultants or

08:16

fresh fruit counter assistance both the

08:20

retail skills and retail knowledge

08:22

qualifications contain generic mandatory

08:24

myths which focus on the Principality to

08:26

function effectively in retail the

08:28

qualifications also of optional units

08:29

which enabled apprentices operating more

08:31

specialist roles to develop their skills

08:33

on knowledge the internship at level 3

08:36

enables apprentices who are employed in

08:39

more senior positions within retail such

08:41

as senior sales assistants team leaders

08:43

supervisors and so on the consolidate

08:47

existing skills and knowledge this will

08:49

allow to fill the requirements of the

08:51

resistant role and support progression

08:53

within the sector

08:55

the sales and telesales workforce is one

08:58

of the largest professional groups in

08:59

Wales today employing around 89 thousand

09:02

people in Wales in addition there are

09:05

many more non-specialists for whom

09:07

selling is an essential part of their

09:08

job role particularly within small and

09:11

medium-sized enterprises this approach

09:14

of fragment is designed to meet the

09:15

needs outlined above for employees of

09:17

all sizes across the public private and

09:19

not-for-profit sectors it attracts new

09:23

talent into sales and teller sales and

09:25

will help to obscure the workforce to

09:27

meet the employer skills priorities

09:31

sales foundation apprentices at level 2

09:34

are likely to work in job roles such as

09:36

trainee sales advisers sales consultants

09:39

or Sales Executives tasks may include

09:42

selling face-to-face or by telephone

09:43

processing sales orders supporting

09:46

customers and retaining financier

09:47

purchases generating qualified sales

09:50

leads meeting after sales needs are many

09:53

more depending on the role apprentices

09:55

are level 3 the work and job roles such

09:57

as sales or tele sales team leaders

09:59

sales and telesales supervisors or

10:02

customer relationship managers tasks may

10:04

include making presentations

10:06

supervising sales or tele sales staff

10:08

negotiating and closing sales obtaining

10:11

analyzing sales and competitor data

10:14

pricing for sales promotions just to

10:16

name a few

10:16

[Music]

10:17

the contact center industry is one of

10:20

the UK's fastest growing sectors through

10:23

the increasingly sophisticated

10:24

developments and communications

10:25

technology contact centres are playing

10:28

the important role as a central point

10:30

for communicating with unsupported

10:32

customers using both inbound and

10:34

outbound communication channels such as

10:36

telephones emails SMS and text messaging

10:39

and other networking channels there are

10:43

many jobs applied to contact centre

10:45

foundation apprentices these include

10:48

trainee agent contact centre agent

10:50

helpdesk operative sales advisor

10:53

customer service advisor outbound sales

10:56

agent and many other roles depending on

10:59

the job role itself at the

11:02

apprenticeship level contact center job

11:04

roles could include sales team leader

11:06

customer service team leader contact

11:09

center team leader product specialist

11:12

supervisor Support Analyst and contact

11:15

center manager the hospitality and

11:18

catering industry covers hotels

11:20

restaurants pubs bars and nightclubs

11:23

contract catering hospitality services

11:26

youth backpacker hostels Holda centers

11:30

and self catering accommodation it

11:32

operates well across known chains and in

11:34

small businesses including owner

11:36

operators which make up just under

11:38

three-quarters of employers the industry

11:41

is a big employer with the restaurant

11:43

industry alone employing two-thirds of a

11:45

million people

11:47

the introduced facing a number of key

11:48

challenges to make sure that the stuff

11:50

have the right skills once trained but

11:53

this state and about the skills to fill

11:55

their career ambitions contributing to

11:57

increase productivity and business

11:58

profitability apprentices of level two

12:02

can work in a range of jobs including

12:04

multi skilled roles in hospitality

12:06

services where they're in all-rounder or

12:09

specialize in housekeeping and front

12:10

house reception all containers waiters

12:13

silver service waiters and bar people

12:16

kitchen assistants cooks and chefs will

12:19

work in a range of large and small

12:20

kitchens including the NHS armed

12:22

services and schools fast food outlets

12:25

and restaurants offering in writer

12:26

cuisines and fine dining including Asian

12:29

and oriental cuisines at level three

12:32

they're opportunities to work as a

12:34

sous-chef or senior chef or specialize

12:36

in pastries confectionery the hospital

12:39

division of leadership pathway provides

12:41

training to become head housekeepers

12:42

head receptionist hotel manager or

12:45

supervisor in a restaurant and pub chain

12:49

the children's cave play learning and

12:52

developed apprenticeship framework is

12:54

where people are waiting for children

12:55

and their families in settings or

12:58

services with a main purpose is care

12:59

learning and debarment through Play for

13:02

example nurseries daycare crashes child

13:06

minders underkill hype me3 it was

13:09

suitable for people who wishing to join

13:11

the sector and for people already

13:12

working in it who wish to develop their

13:14

knowledge and skills and become

13:16

occupational competent

13:18

the level 2 foundation of friendship is

13:20

super for people who work under

13:22

supervision in settings it confirms

13:24

occupational competence for workers

13:26

under supervision in Wales and

13:27

contributes towards high quality

13:29

childcare the level 3 apprenticeship

13:32

confirms competence from workers who

13:34

operate more autonomously undertaking

13:36

curriculum planning activity planning

13:38

and some aspects of staff supervision

13:41

the healthcare sector is very large

13:43

employing some 2.2 million people across

13:46

the UK with 120,000 of these in Wales it

13:50

includes the NHS and a significant

13:52

number of independent and voluntary

13:53

sector providers the health sectors

13:56

primary purpose is to bring about the

13:57

highest levels of physical and mental

13:59

health for our citizens job titles vary

14:02

by employer an include health care

14:05

workers social care workers support

14:07

workers domiciliary care workers and

14:10

senior care officers the foundation

14:12

apprenticeship includes working directly

14:14

with people with a range of needs to

14:16

encourage and promote their well-being

14:17

and potential by contributing to

14:20

assessment k provision and supporting

14:22

carers families and groups building

14:25

relationships and many other tasks

14:27

identifying and working with potential

14:29

and actual risks and protecting people

14:31

as far as possible from danger harm and

14:33

abuse the role is likely to evolve

14:36

working collaboratively with people

14:37

inside and outside of the organization

14:39

to plan and implement an integrated and

14:41

effective service

14:43

it may also involve carrying out

14:45

organizational activities that support

14:47

deliver unmanage health and social

14:49

services reviewing developing your own

14:52

competence and taken responsible for

14:54

multi best practice

14:56

an apprenticeship at level 3 may include

14:59

some or all of the above as well as

15:01

current a range of delegated clinical or

15:03

specialist tasks undertaking more

15:05

complex roles in relation to changing

15:07

behaviors encouraging insight and

15:10

independence and supervising other team

15:13

members

15:20

[Music]

15:28

[Music]