

An Apprenticeship with ITEC North East gives the opportunity to build-up knowledge, skills and experience, learning on the job with an employer whilst gaining nationally recognised qualifications and earning money all at the same time. Different levels of Apprenticeships all lead to National Vocational Qualifications (NVQ's), Key Skills and, in most cases, a Technical Certificate.

What are NVQ's

They offer quality and consistency in recognising a young persons ability to carry out actual work tasks. Acknowledged by employers and awarded by well-known examining bodies.

Key Skills

A range of essential skills valued by employers and needed by learners to support them in their job. All Apprentices receive Key Skill training as required by their chosen industry:-
Working in Teams – Problem Solving – Communication – Application of Number and Using New Technology.

Technical Certificate

Assesses vocational knowledge and understanding, delivered through a taught programme of 'off the job' learning, unlike NVQ's which are delivered through 'on the job' learning. Technical Certificates may be an existing qualification, for example an Edexcel BTEC National Award or City & Guilds Diploma, or a qualification newly developed to meet the needs of a particular sector.

NVQ (Level 2)

Equivalent to 5 GCSE's grades A-C

Suitable for candidates working in office environments in any of the following, or similar roles:-
Junior Assistant – Receptionist – Office Assistant – Contact Centre Operator – Administrator.

2 Mandatory units

Carry out your responsibilities at work -

Communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

Work within your business environment -

Work effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, respecting diversity and protecting security and confidentiality.

+ 3 optional units (from a choice of 24)

- Ensure your own actions reduce risks to health and safety
- Use IT Systems
- Process customers' financial information
- Use a telephone system
- Produce documents
- Work effectively with other people
- Store, retrieve and archive information
- Deal with visitors

Advanced Apprenticeship

NVQ (Level 3)

Equivalent to 2 A levels/1 Vocational A level

Suitable for candidates working in office environments in any of the following, or similar roles:-
Administrator – Co-ordinator – Team Leader – Supervisor – Office Manager.

2 Mandatory units

Carry out your responsibilities at work –

Communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

Work within your business environment –

Work effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, respecting diversity, protecting security and confidentiality and managing risk.

+ 4 optional units (from a choice of 30)

- Use IT to exchange information
- Specialist or bespoke software
- Procure products and services
- Manage the payroll function
- Website software
- Provide leadership for your team
- Prepare text from recorded audio instructions

Progression Routes / Career Opportunities

An Apprenticeship / Advanced Apprenticeship in Business & Administration can be applied across a wide range of industries and organisations.

Skills are transferable to other NVQ areas and can lead to further / higher educational opportunities. If you're planning on entering higher education you can gain UCAS points for completed Key Skills.

For further information on this course or any of the other courses offered by ITEC North East, or to make an appointment for an interview call your local centre:

County Durham
01325 320052

Tyne & Wear
0191 490 4670

Tees Valley
01642 232550

We are an Equal Opportunities Employer