



Modern Apprenticeships

Course Outlines



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Contact us

📍 GTG Glasgow
1330 South Street
Glasgow
G14 0BJ

☎️ 0141 950 5600

✉️ info@gtg.co.uk

📍 GTG Edinburgh
1A Queen Anne Drive
Lochend Industrial Estate
EH28 8PL

☎️ 0131 333 6833

About GTG Training

With training facilities in Glasgow, Edinburgh and Wolverhampton, GTG has over 40 years' experience in delivering training and education. We have been awarded many accolades for delivery of our apprenticeship programmes over the years, most recently 'Learning Provider of the Year' at the Scottish Modern Apprenticeship Awards.

With the approval of many prestigious bodies such as SQA, IMI and City and Guilds, we've cemented our position as one of the UK's most innovative, experienced and qualified training establishments.

Our state-of-the-art training facilities deliver first-class training to apprentices, offering the latest in cutting-edge training technology. Our centres also boast an on-site café, ample free parking and easy accessibility by public transport.

We strive to provide students with the best learning environment in which to develop their skills, together with full-time employment opportunities to help them go even further.





What is an apprenticeship and what will it do for your company?

An apprenticeship is a structured learning pathway that helps employees learn new skills while they work towards gaining a qualification. Apprenticeship programmes offer a great solution when you are succession planning for your business and provides a route to retain and upskill current staff or bring fresh new talent into your company.

Our apprenticeship programmes are in high demand as they offer a great alternative to Further/Higher Education and a chance for participants to earn while they learn. Apprenticeships can be tailored to suit the needs of your business, and in most cases training will take place within the workplace and at one of our centres. There are some exceptions: Our Business Services and Parts apprenticeship programmes are designed to be delivered only within the workplace.

To make sure the apprenticeship programme is right for you and the apprentice, an in-depth training plan is devised that's agreed to by the apprentice, employer and GTG before training takes place.

Employers who have invested in apprentices are extremely positive about the experience. 96% say those who undertook an apprenticeship programme were able to carry out their job role and study without any reduction in output. They also recognised and praised the programmes for improving productivity, product quality, social interaction, self-esteem and staff morale.

How an apprenticeship can benefit your business:

- The average apprentice can deliver productivity gains of over £10,000 per year.
- Apprentices bring in fresh ideas and energise other employees.
- Apprenticeships result in a more skilled and loyal workforce.
- There's funding available to support you... and your apprentice.
- The best part? You'll know you helped someone get into employment.

GTG apprenticeships are aimed at individuals who are capable of achieving Vocational Qualifications at Level 2 or above.

How long will it last?

Course durations vary. Modern Apprenticeships within Business Services can take between 6 and 15 months to achieve, while Transport courses take around a year and Automotive courses will take between 3 and 4 years to achieve.

How much will it cost?

Costs vary and depending on circumstances, funding is available. Contact us for more details.

Apprenticeship Levy

The Apprenticeship Levy was created by the Government to fund and facilitate a complete reform of the quality, quantity and range of apprenticeship programmes – and to increase the number of people in training and employment. The levy was implemented on 6th April 2017. Employers with a wage bill of more than £3m contribute a tax of 0.5% via PAYE. Currently this new levy only applies to approximately 2% of employers across the UK, meaning that small to medium businesses do not have to pay this additional tax.

If this criteria applies to you, you may have some questions about apprenticeship programmes, employing an apprentice, upskilling current staff, levy payments and what it all means for your business – please don't hesitate to contact us to find out more.

GTG has been successfully added to the Register of Apprenticeship Training Providers, which means from May 2017 we have been approved to provide apprenticeship programmes in England to levy-paying employers. We also have a direct contract with Skills Development Scotland and are approved to deliver apprenticeship programmes to all employers in Scotland.



Automotive



Light Vehicle Maintenance and Repair

Overview

The Light Vehicle Maintenance and Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Light Vehicle Maintenance and Repair apprenticeship provides prospective light vehicle technicians with the necessary skills and knowledge to carry out the role of a modern automotive technician.

Structure of qualification

Our Automotive Light Vehicle Maintenance and Repair apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to workplace good housekeeping.
- Ensuring your own actions reduce risks to health and safety.
- Maintaining positive working relationships.
- Materials, fabrication, tools and measuring devices used in the automotive environment.
- Inspection of light vehicles.
- Diagnosing and rectifying chassis units and components.
- Diagnosing and rectifying vehicle engine and component faults.

How will the student be taught and assessed?

The apprentice will be assessed through practical observations, both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical and electrical systems and electronic vehicle systems.

They will develop the skills required to service and maintain vehicle systems as well as diagnosing, inspecting, removing and replacing vehicle components.

Heavy Vehicle Maintenance and Repair

Overview

The Heavy Vehicle Maintenance and Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Heavy Vehicle Maintenance and Repair apprenticeship provides prospective HGV vehicle technicians with the necessary skills and knowledge to carry out the role of a modern automotive technician.

Structure of qualification

Our Automotive Heavy Vehicle Maintenance and Repair apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to housekeeping
- Reducing risks to health and safety
- Maintaining working relationships
- Using tools and equipment in motor vehicle engineering
- Facilitating individuals' learning and development
- Inspecting commercial vehicles
- Diagnosing and rectifying commercial vehicle engine and component faults
- Diagnosing and rectifying motor vehicle electrical unit and component faults.

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical and electrical systems and electronic vehicle systems.

They will develop the skills required to service and maintain vehicle systems as well as diagnosing, inspecting, removing and replacing vehicle components.



Bus and Coach Engineering and Maintenance

Overview

The Bus and Coach Engineering and Maintenance apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Bus and Coach Engineering and Maintenance apprenticeship provides prospective bus and coach vehicle technicians the necessary skills and knowledge to carry out the role of a modern automotive technician.

Structure of qualification

Our Bus and Coach Engineering and Maintenance apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to safe working practices in Bus/Coach Engineering and Maintenance
- Achieving effective working relationships with colleagues
- Conducting the inspection of buses/coaches
- Carrying out scheduled mechanical maintenance on buses/coaches
- Carrying out scheduled electrical maintenance
- Diagnosing and repairing mechanical faults in bus/coach systems and components
- Diagnosing and repairing electrical faults in bus/coach systems and components

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical and electrical systems and electronic vehicle systems.

They will develop the skills required to service and maintain vehicle systems as well as diagnosing, inspecting, removing and replacing vehicle components.

Vehicle Body Repair and Alignment

Overview

The Vehicle Body Repair and Alignment apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Vehicle Body Repair and Alignment apprenticeship provides prospective body repair and alignment technicians with the necessary skills and knowledge to carry out the role of a modern automotive technician.

Structure of qualification

Our Vehicle Body Repair and Alignment apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to housekeeping in motor vehicle environments
- Reducing risks to health and safety
- Maintaining working relationships
- Using of hand tools and equipment in motor vehicle engineering
- Removing and replacing motor vehicle body panels
- Repairing major motor vehicle exterior body panels
- Identifying and rectifying motor vehicle body misalignment
- Motor vehicle body MIG/MAG welding operations
- Motor vehicle body resistance spot welding operations
- Motor vehicle body MIG brazing operations

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, engineering skills, going on to remove and refit fixed body panels, repair major panels, carry out MIG brazing, MIG/MAG welding, spot welding, bonding, aluminium repair and rectify body misalignment.



Vehicle Paintwork Repair

Overview

The Vehicle Paintwork Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Vehicle Paintwork Repair apprenticeship provides prospective paintwork technicians with the necessary skills and knowledge to carry out the role of a modern vehicle paint technician.

Structure of qualification

Our Vehicle Paintwork Repair apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered are:

- Contributing to housekeeping
- Reducing risks to health and safety
- Maintaining working relationships
- Preparing metal and pre-painted surfaces
- Establishing defects on motor vehicles
- Spot repair on motor vehicles
- Carrying out blend/fade out repair
- Edge to edge repair
- Mixing and matching colours for motor vehicles
- Advanced colour matching for motor vehicles

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety and preparing vehicles to be painted after damage. This can include ensuring all parts are stripped from the vehicle in order for it to be painted, preparing relevant areas and adjoining areas for blending paintwork, masking out the vehicle, selecting, etching and priming the area to be treated and finally mixing and matching colour to the rest of the vehicle.

Vehicle Parts Operations

Overview

The Vehicle Parts Operations apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Vehicle Parts Operations course provides prospective parts employees with the necessary skills and knowledge to carry out the role of supporting customers and working in modern, fast-paced workshops.

Structure of qualification

Our Vehicle Parts Operations apprenticeship can be government-funded and is designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Contributing to housekeeping
- Reducing risks to health and safety in the motor vehicle environment
- Maintaining working relationships
- Giving vehicle parts operations customers a positive impression of yourself and the organisation.
- Following procedures and identifying and reporting security risks
- Correctly selecting and issuing motor vehicle parts
- Receiving and storing vehicle parts
- Processing orders for non-stock motor vehicle parts
- Processing payment transactions
- Carrying out stock control within a vehicle parts operation
- Participating in motor vehicle parts stocktaking activities
- Monitoring and solving customer service problems
- Processing returned goods and materials in a vehicle parts environment

How will the student be taught and assessed?

The apprentice will be assessed through practical observations in the workplace. They will also complete online tests and be expected to submit supplementary evidence. The apprentice will be assessed in the workplace on entering and finding data using information technology within a vehicle parts environment to help the candidate build confidence.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of parts department technology, including health and safety, customer service, general department tasks and operating computer-based programmes. They will develop the skill required to deal with customer requests from start to finish as well as maintaining stock control.



Bus and Coach Body Cladding

Overview

The Bus and Coach Body Cladding apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Bus and Coach Body Cladding apprenticeships provide prospective body cladding technicians with the necessary skills and knowledge to carry out the role of a modern body repair technician.

Structure of qualification

Our Automotive Bus and Coach Body Cladding apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Contributing to safe working practices in bus/coach engineering and maintenance
- Achieving effective working relationships with colleagues
- Conduct inspection of buses/coaches
- Carry out scheduled mechanical maintenance on buses/coaches
- Carrying out scheduled body maintenance on buses/coaches
- Assessing body damage
- Repairing damage
- Setting out and assembling bus/coach body components

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, engineering skills, going on to learn about frame and structural components, glazing and door units and body furniture that will include hardware, exterior and interior claddings.

Lift Truck Maintenance and Repair

Overview

The Lift Truck Maintenance and Repair apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Lift Truck Maintenance and Repair apprenticeship provides prospective LT vehicle technicians with the necessary skills and knowledge to carry out the role of a modern automotive technician.

Structure of qualification

Our Lift Truck Maintenance and Repair Apprenticeship can be government-funded and is designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Competency in health, safety and good housekeeping in the automotive environment
- Competency in supporting job roles
- Developing skills in materials, fabrication, tools and measuring devices
- Making learning possible through demonstrations and instructions
- Inspecting lift trucks to comply with legal requirements
- Diagnosing and rectifying lift truck power plant engine unit faults
- Diagnosing and rectifying lift truck mechanical handling and chassis system faults
- Diagnosing and rectifying lift truck electrical units and component faults

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying a lift truck qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical and electrical systems and electronic vehicle systems. They will develop the skills required to service and maintain lift truck systems, as well as diagnosing, inspecting, removing and replacing vehicle components.



Vehicle Fitting

Overview

The Vehicle Fitting apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Vehicle Fitting apprenticeship provides prospective vehicle fitting technicians with the necessary skills and knowledge to carry out the role of a modern fast-fit technician.

Structure of qualification

Our Automotive Vehicle Fitting apprenticeship can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Contributing to housekeeping in motor vehicle environments
- Reducing risks to health and safety
- Maintaining working relationships
- Inspecting, repairing and replacing high performance light vehicle tyres
- Carrying out light vehicle four-wheel alignment
- Inspecting and replacing light vehicle exhaust components
- Carrying out routine light vehicle maintenance
- Inspecting, adjusting and replacing light vehicle braking systems and components

How will the student be taught and assessed?

The apprentice will be assessed through practical observations in both the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying for a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical and braking systems and vehicle tyre systems. They will develop the skills required to service and maintain vehicle systems as well as inspecting, removing and replacing vehicle components.

Vehicle Accident Repair Mechanical, Electrical and Trim (MET)

Overview

The Vehicle Accident Repair Mechanical, Electrical and Trim (MET) apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The MET apprenticeship provides prospective vehicle fitting technicians with the necessary skills and knowledge to carry out the role of a modern fast-fit technician.

Structure of qualification

Our Automotive MET apprenticeship can be government-funded and is designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Contributing to housekeeping in motor vehicle environments
- Reducing risks to health and safety
- Maintaining working relationships
- Removing, renewing and refitting electro mechanical and electronic components
- Removing and reinstating complete vehicle electro mechanical and electronic systems and assemblies following accident damage
- Stripping vehicles to assess the extent and type of damage
- Removing, renewing and refitting trim fitments directly linked to safety systems
- Handling automotive refrigerants
- Motor vehicle body mechanical fastening operations

How will the student be taught and assessed?

The apprentice will be assessed through practical observations in both the workplace and at GTG Training. They will also complete online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying for a motor vehicle qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical, electrical and trim system removal and replacement. This apprenticeship programme will enable students to become part of the next generation of bodyshop technicians who are able to adapt to changing collision repair technologies.



Garage Equipment Engineering Maintenance

Overview

The Garage Equipment Engineering Maintenance apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Garage Equipment Engineering Maintenance apprenticeship provides prospective maintenance engineers with the necessary skills and knowledge to carry out the role, including the ability to organise work and identify and prevent problems.

Structure of qualification

Our Garage Equipment Engineering Maintenance apprenticeships can be government funded and are designed for candidates who do not hold a formal qualification. Examples of the units covered include:

- Complying with statutory regulations and safety requirements
- Using and interpreting engineering data and documentation
- Working effectively in an engineering environment
- Handing over and confirming completion of maintenance activities
- Carrying out fault diagnosis on mechanical equipment
- Maintaining mechanical equipment
- Carrying out preventive planned maintenance on mechanical equipment
- Assisting in the installation of mechanical equipment

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete a National Certificate that includes online tests and be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying an engineering maintenance qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, mechanical and electrical systems and electronic vehicle systems.

They will develop the skills required to carry out preventive maintenance activities as well as diagnosing, inspecting, installing, removing and replacing components.

Electronic Fire and Security Systems

Overview

The Electronic Fire and Security Systems apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Electronic Fire and Security Systems apprenticeship provides prospective security technicians with the necessary skills and knowledge to carry out the role of a modern security technician.

Structure of qualification

Our Electronic Fire and Security Systems apprenticeship can be government-funded and is designed for candidates who do not hold a formal qualification. Examples of the units include:

- Theory-based learning through the PDA
- Covering all disciplines of the electronic fire and security Industry
- Carrying out workshop and on-site assessments
- Covering all relevant standards for the industry
- Covering National Occupational Standards defined by Skills for Security
- Log book entries for every SVQ unit must be completed and will be assessed online through Onefile
- Reviews will be completed and sent to employers at the end of each visit

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. They will also complete online tests be expected to submit job card evidence. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built workshop on a block release basis for underpinning knowledge and practical training.

About the programme

When studying for an electronic security systems qualification, the apprentice will be assessed on various stages of technology and maintenance, including health and safety, intruder alarms, CCTV, access control, fire detection and networking systems.

They will develop the skills required to service and maintain security systems as well as diagnosing, inspecting, removing and replacing system components.



Transport



Driving Goods Vehicles Level 3

Overview

The Driving Goods Vehicle Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Driving Goods Vehicles Level 3 apprenticeship provides Large Goods Vehicle drivers with a qualification demonstrating they possess the skills and knowledge to carry out the role of LGV driver to a professional standard. In addition, it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Driving Goods Vehicle Level 3 apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Preparing the vehicle for driving
- Protect the vehicle and load
- Drive the vehicle on public roads in a fuel-efficient manner
- Plan the route and timings for the collection and delivery of loads
- Apply technology in logistics operations
- Assess the motor vehicle condition
- Develop effective working relationships with colleagues in logistics operations
- Maintain health and safety in logistics operations
- Moving or handling goods in logistics operations
- Identify suitable collection and delivery points

There are also five core skill units required:

- Communication
- Information technology
- Numeracy
- Problem solving
- Working with others

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose built motor vehicle workshop on a block release basis for underpinning knowledge and practical training. Assessments will be carried out on site at the candidate's workplace and will take approximately five visits, each lasting around 1 to 1.5 hours

About the programme

This qualification is for those within the logistics industry, wishing to become an LGV driver. There are a total of ten units to be achieved as well as five core skills to complete this apprenticeship. Candidates will normally expect to complete the award within one year.

On completion of the apprenticeship, the candidate will qualify for free training as outlined below:

Funding is available for 18 to 24 year olds to enable them to complete Category C (rigid vehicle over 7.5 tonnes) driver training free of charge. Funding is also available for those aged 25 and over, a contribution of £300 is required to cover the cost of medical, theories, DCPC and driving test, practical training will be free of charge.



Logistics Operations Level 3

Overview

The Logistics Operations Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Logistics Operations Level 3 apprenticeship provides employees involved within a transport environment with a qualification demonstrating they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Logistics Operations Level 3 apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Making an effective contribution to the business
- Optimising the use of logistics resources
- Maintaining health and safety in logistics operations
- Improving performance in logistics operations
- Monitoring the receipt, storage or dispatch of goods
- Scheduling logistics operations to meet customer requirements
- Applying technology in logistics operations

There are also five core skill units required:

- Communication
- Information technology
- Numeracy
- Problem solving
- Working with others

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose-built motor vehicle workshop on a block release basis for underpinning knowledge and practical training. Assessments will be carried out on site at the candidate's workplace and will take approximately five visits, each lasting around 1 to 1.5 hours.

About the programme

This qualification is for those who are currently working in or who wish to work in a transport and logistics industry. There are a total of seven units to be achieved as well as five core skills to complete this apprenticeship. Candidates will normally expect to complete the award within one year.



Plant Operations Construction Level 2

Overview

The Plant Operations Construction Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills. It is also a requirement within the industry for individuals requiring to progress from a red (trained operator card) to a blue (competent operator card).

Manufacturer's standard of training for the independent sector

The Plant Operations Construction Level 2 apprenticeship provides candidates with the industry-required qualification, demonstrating they possess the skills and knowledge required to obtain their competent operator card. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Plant Operations Construction Level 2 apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Conform to general workplace health, safety and welfare
- Conform to productive work practices
- Prepare plant or machinery for operational performance
- Operate plant or machinery to lift and transfer loads

There are also five core skill units required:

- Communication
- Information technology*
- Numeracy
- Problem solving
- Working with others

* Information technology is the only core skill required to be separately assessed; the remaining four are embedded within the qualification.

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose built motor vehicle workshop on a block release basis for underpinning knowledge and practical training. Assessments will be carried out on site at the candidate's workplace and will take approximately four visits, each lasting around 2 to 3 hours.

About the programme

This qualification is for those who wish to progress from trained operator to competent operator. There are a total of four units to be achieved as well as five core skills to complete this apprenticeship. Experienced candidates will normally expect to complete the award within six months, while inexperienced candidates will normally take one year.

Cost

The MA provides a cost-effective way to fund this qualification, although MA funding is only available for operators who have never completed a vocational qualification. Therefore, if the operator already holds a blue card for another item of plant, we cannot access MA funding.

For operators who are not eligible for funding to achieve the qualification through the funded MA, GTG can still complete the required qualification as a standalone qualification at a cost of £650+VAT.



Warehousing and Storage Level 2

Overview

The Warehousing and Storage Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Warehousing and Storage Level 2 apprenticeship provides warehouse operatives with a qualification to demonstrate they possess the skills and knowledge required to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Warehousing and Storage Level 2 apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Maintaining health, safety and security in logistics operations
- Developing effective working relationships with colleagues in logistics operations
- Operating equipment to perform work requirements
- Receiving goods from deliveries
- Placing goods in storage
- Processing orders for dispatch to customers
- Assembling orders for dispatch
- Moving or handling goods in logistics operations
- Picking goods

There are also five core skill units required:

- Communication
- Information technology
- Numeracy
- Problem solving
- Working with others

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose built motor vehicle workshop on a block release basis for underpinning knowledge and practical training. Assessments will be carried out on site at the candidate's workplace and will take approximately five visits, each lasting around 1 to 1.5 hours.

About the programme

This qualification is for those who are currently working in or who wish to work in a warehousing and storage facility in logistics. There are a total of nine units to be achieved as well as five core skills to complete this apprenticeship. Candidates will normally expect to complete the award within one year.

On completion of the apprenticeship, the candidate will qualify for free training as outlined below:

Candidates will receive free of charge, either a Novice forklift training course in our centre or three days if they have had previous experience of operating forklifts.

Candidates will receive an RTITB certificate on completion of the qualification as well as their MA certificates. Funding is currently available for candidates aged from 16 to 24 years old.



Warehousing and Storage Level 3

Overview

The Warehousing and Storage Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

Manufacturer's standard of training for the independent sector

The Warehousing and Storage Level 3 apprenticeship provides warehouse operatives with a qualification to demonstrate they possess the skills and knowledge required to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Warehousing and Storage Level 3 apprenticeships can be government-funded and are designed for candidates who do not hold a formal qualification. Examples of units covered are:

- Monitoring the receipt, storage and dispatch of goods
- Checking stock levels and stock records
- Responding to problems in logistics operations
- Processing returned goods
- Using equipment to move goods in logistics operations
- Applying technology in logistics operations
- Improving performance in logistics operations
- Providing leadership for your team

There are also five core skill units required:

- Communication
- Information technology
- Numeracy
- Problem solving
- Working with others

How will the student be taught and assessed?

The apprentice will be assessed through practical observations both in the workplace and at GTG Training. The apprentice will undertake vocational training in the workplace and will attend GTG Training's purpose built motor vehicle workshop on a block release basis for underpinning knowledge and practical training. Assessments will be carried out on site at the candidate's workplace and will take approximately five visits, each lasting around 1 to 1.5 hours.

About the programme

This qualification is for those who are currently working in or who wish to work in a warehousing and storage facility in logistics, at a supervisory level. There are a total of eight units to be achieved as well as five core skills to complete this apprenticeship. Candidates will normally expect to complete the award within one year.

On completion of the apprenticeship, the candidate will qualify for free training as outlined below:

Candidates will receive free of charge, either a Novice forklift training course in our centre or three days if they have had previous experience of operating forklifts.

Candidates will receive an RTITB certificate on completion of the qualification as well as their MA certificates. Funding is currently available for candidates aged from 16 to 24 years old.



Business Services



Business Administration Level 2 and 3

Overview

The Business Administration Level 2 and 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Business Administration Level 2 and 3 apprenticeship provides members of staff working in an administrative position with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Business Administration Level 2 and 3 apprenticeships are designed for candidates who do not hold a formal qualification. Candidates will need to demonstrate their ability to meet the requirements of each part of the qualification, each statement or report has to be supported by documentation or other evidence.

Examples of the types of evidence needed to build their portfolio will include:

- CV, job description, appraisals, copies of certificates and qualifications
- Copies of work completed
- Testimonials from employers and colleagues or customers
- Observation of work activities
- Underpinning knowledge

Evidence of competence, such as:

- Description of workload, responsibilities and identification of development needs
- How to identify development opportunities for themselves and others
- Design and evaluation of work assignments
- Prioritising and organising workload
- Knowledge of legal regulatory (health and safety) and office ergonomics
- Time management (including appointment setting)
- Working with internal and external customers
- Research, planning and organisation
- Using software applications and supplying information to produce work
- Problem solving
- Operating office equipment and reporting issues
- Confidentiality
- Data protection
- Equal opportunities

How will the student be assessed?

After identifying the appropriate units, candidate will be supported by the appointed vocational qualification assessor in collecting sufficient and appropriate evidence. Having collected the evidence, the assessor will then ensure the required standards have been achieved. Assessments will take the form of observation, discussion and short reports completed by the candidate, supplemented by the evidence. Assessment visits will be carried out on site at the candidate's workplace, which will include observations, will last for approximately 1 to 1.5 hours, although this can be extended or reduced depending on the situation.

Candidates will present evidence in a portfolio format, in order to demonstrate their competence against the National Occupational Standard for Business Administration.

About the programme

This qualification is for those who are currently working in or who wish to work in an administrative position and would like to certify their competence in administrative skills. Candidates will normally expect to complete the Level 2 award within six months and the Level 3 within 9 to 12 months, although this might be achieved earlier depending on individual circumstances and the opportunities to gather evidence.



Customer Service Level 2

Overview

The Customer Service Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Customer Service Level 2 apprenticeship provides customer-focused staff with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Customer Service Level 2 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of the units covered are:

Group A: Customer Service foundations (two units must be completed from Group A)

- Communicate in a customer service environment
- Deliver customer service within the rules

Group B: Impression and image (one unit must be completed from Group B)

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|---|--|
| <ul style="list-style-type: none"> • Communicate effectively with customers • Give customers a positive impression of you and your organisation • Promote additional services or products to customers • Process information about customers • Live up to the brand promise when delivering customer service | <ul style="list-style-type: none"> • Make customer service personal • Go the extra mile in customer service • Deal with customers face-to-face • Deal with incoming telephone calls from customers • Make telephone calls to customers • Deal with customers using a social media platform |
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Group C: Delivery (one unit must be completed from Group C)

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|--|---|
| <ul style="list-style-type: none"> • Deliver reliable customer service • Deliver customer service on your customer's premises • Recognise diversity when delivering customer service • Deal with customers across a language divide • Use questioning techniques when delivering customer service | <ul style="list-style-type: none"> • Deal with customers using bespoke software • Maintain customer service through effective handover • Deliver customer service in an environmentally friendly and sustainable way |
|--|---|

Group D: Handling Problems (one unit must be completed from Group D)

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|---|--|
| <ul style="list-style-type: none"> • Resolve customer service problems • Deliver customer service to challenging customers • Monitor and solve customer service problems | <ul style="list-style-type: none"> • Apply risk assessment to customer service • Process customer service complaints |
|---|--|

Group E: Development and improvement (one unit must be completed from Group E)

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|---|---|
| <ul style="list-style-type: none"> • Develop customer relationships • Support customer service improvements • Develop personal performance through delivering customer service • Buddy a colleague to develop their customer service skills | <ul style="list-style-type: none"> • Develop your own customer service skills through individual learning • Support customers using self-service technology |
|---|---|

How will the student be assessed?

As well as completing the required units, you'll also be required to write reports and statements to show your assessor how you meet the requirements of each particular section of the vocational qualification. Assessments will be carried out on site at the candidate's workplace and will take approximately 1 to 1.5 hours.

About the programme

This qualification is for those who are currently working in or who wish to work as frontline members of staff in a customer-focused position within their company or organisation. It is designed for those people who:

- Are involved in customer service as their primary work activity.
- Are seeking a career in customer service and wish to take the first steps towards professional qualification.
- Wish to receive recognition for their customer service experience.

There are a total of seven units to be achieved to complete the qualification. These comprise of two mandatory units plus five others selected from a group of optional units. Candidates will normally be expected to complete the award within six to nine months.



Customer Service Level 3

Overview

The Customer Service Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Customer Service Level 3 apprenticeship provides customer-focused staff with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Customer Service Level 3 apprenticeship is designed for candidates who do not hold a formal qualification. Examples of the units covered are:

Group A: Customer Service foundations (two units must be completed from Group A)

- Show understanding of customer service
- Show understanding of the rules that impact on our improvement in customer service

Group B: Impression and image (one unit must be completed from Group B)

- Deal with customers in writing or electronically
- Use customer service as a competitive tool
- Organise the promotion of additional services or products to customers
- Build a customer service knowledge base

Group C: Delivery (one unit must be completed from Group C)

- Deliver customer service using service partnership
- Organise the delivery of reliable customer service
- Improve the customer relationship
- Deliver customer service in an environmentally friendly and sustainable way

Group D: Handling Problems (one unit must be completed from Group D)

- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process customer service complaints

Group E: Development and improvement (one unit must be completed from Group E)

- Work with others to improve customer service
- Promote continuous improvement
- Develop your own and other's customer service skills
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback
- Monitor the quality of customer service transactions
- Implement quality improvements to customer service
- Plan and organise the development of customer service staff
- Develop a customer service strategy for a part of an organisation
- Manage a customer service programme
- Apply technology or other resources to improve customer service
- Review and re-engineer customer service performance
- Manage customer service performance
- Analyse and report on the content of customer service feedback posted on social media
- Develop a customer service network through social media platforms

How will the student be assessed?

As well as completing the required units, you'll also be required to write reports and statements to show your assessor how you meet the requirements of each particular section of the vocational qualification. Assessments will be carried out on site at the candidate's workplace and will take approximately 1 to 1.5 hours.

About the programme

This qualification is for those who are currently working in or who wish to work as frontline members of staff in a customer-focused position within their company or organisation. They will have various forms of contact with their customers and have some authorities and responsibilities delegated to them. This qualification is designed for people who:

- Have extensive customer service experience or are about to take up new responsibilities within the customer service field.
- Wish to receive recognition for their customer service experience.
- Are progressing from Customer Service Level 2, should they be in a position to receive more responsibilities.

There are a total of seven units to be achieved to complete the qualification. These comprise of two mandatory units plus five others selected from a group of optional units. Candidates will normally be expected to complete the award within nine to 12 months.



Management Level 3

Overview

The Management Level 3 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Management Level 3 apprenticeship provides practising managers/supervisors with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Management Level 3 apprenticeship is designed for candidates who do not hold a formal qualification. All four of the following mandatory units must be completed:

- Manage your own resources and professional development
- Provide leadership in your team
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

Three of the following optional units must be completed:

- Develop and implement operational plans for your area of responsibility
- Promote equality of opportunity, diversity and inclusion in your area of responsibility
- Encourage innovation in your team
- Plan change
- Implement change
- Develop productive working relationships with colleagues
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Help team members address problems affecting their performance
- Build and manage teams
- Reduce and manage conflict in your team
- Lead meetings
- Support individuals to develop and maintain their performance
- Initiate and follow disciplinary procedure
- Initiate and follow grievance procedure
- Manage a budget
- Manage finance for your area of responsibility
- Manage physical resources
- Manage the environmental impact of your work
- Take effective decisions

- Communicate information and knowledge
- Manage a project
- Monitor and solve customer service problems
- Work with others to improve customer service
- Prepare for and participate in quality audits
- Manage the delivery of customer service in your area of responsibility
- Prepare sales proposals and deliver sales presentations*
- Sell products/services to customers*
- Manage corporate social responsibility (CSR)
- Evaluate change
- Induct individuals into their roles
- Manage the redeployment of people
- Manage flexible working
- Promote staff wellbeing
- Mentor individuals
- Develop and sustain collaborative relationships with other departments
- Manage quality audits

*Sales units not SCQF-rated.

How will the student be assessed?

Assessments for the Management Level 3 apprenticeship will be carried out on site at the candidate's workplace and will take approximately 1 to 2 hours.

About the programme

This qualification is for those who are currently working in or who wish to work as practising managers/supervisors who may have tightly defined areas of responsibility and whose role should incorporate:

- Opportunities for taking decisions and managing budgets.
- Responsibility for achieving specific results by using resources effectively.
- A degree of delegation.
- Responsibility for the allocation of work to team members, colleagues or contractors.

There are a total of seven units to be achieved to complete the qualification. These comprise of four mandatory units plus three others selected from a group of optional units. Candidates will normally be expected to complete the award within 12 to 15 months.



Management Level 4

Overview

The Management Level 4 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Management Level 4 apprenticeship provides practising managers with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Management Level 4 apprenticeship is designed for candidates who do not hold a formal qualification. All four of the following mandatory units must be completed:

- Manage your own resources and professional development
- Provide leadership in your team
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

Four of the following optional units must be completed:

- Manage your own resources and professional development
- Develop your personal networks
- Ensure compliance with legal, regulatory, ethical and social requirements
- Promote equality of opportunity, diversity and inclusion in your area of responsibility
- Encourage innovation in your area of responsibility
- Lead change
- Plan change
- Implement change
- Recruit, select and keep colleagues
- Allocate and monitor the progress and quality of work in your area of responsibility
- Provide learning opportunities for colleagues
- Build and manage teams
- Reduce and manage conflict in your team
- Lead meetings
- Support individuals to develop and maintain their performance
- Initiate and follow disciplinary procedure
- Initiate and follow grievance procedure
- Manage redundancies in your area of responsibility
- Manage finance for your area of responsibility

- Obtain additional finance for the organisation
- Ensure health and safety requirements are met in your area of responsibility
- Manage physical resources
- Manage the environmental impact of your work
- Take effective decisions
- Manage knowledge in your area of responsibility
- Support team and virtual working*
- Procure suppliers
- Select suppliers through a tendering process
- Outsource business processes
- Manage a project
- Manage a programme of complementary projects
- Develop and implement marketing plans for your area of responsibility
- Build your organisation's understanding of its market and customers
- Manage the achievement of customer satisfaction
- Manage quality systems
- Prepare for and participate quality audits
- Carry out quality audits
- Manage the development and marketing of products/services in your area of responsibility
- Prepare sales proposals and deliver sales presentations*
- Sell products/services to customers*
- Develop, maintain and evaluate business continuity plans and arrangements
- Manage corporate social responsibility (CSR)
- Identify and evaluate opportunities for innovation and improvement
- Engage people in change
- Evaluate change
- Manage the redeployment of people
- Manage flexible working
- Manage conflict in the broader work environment
- Identify and justify requirements for financial resources
- Decide whether to produce or buy in products and/or services
- Plan and monitor the work of sales teams
- Bid for contracts
- Manage quality audits

*Sales units not SCQF-rated.

How will the student be assessed?

Assessments for the Management Level 4 apprenticeship will be carried out on site at the candidate's workplace and will take approximately 1 to 2 hours.

About the programme

This qualification is for those who are currently working in or who wish to work as practising managers who have tightly defined areas of responsibility and whose role should incorporate:

- Controlling limited financial budgets.
- Responsibility for achieving results by using resources effectively.
- Contributing to broader activities such as change or improvement programmes and recruitment.
- Carrying out policy in defined area of authority.
- Responsibility for the allocation of work to team members, colleagues or contractors.

There are a total of eight units to be achieved to complete the qualification. These comprise of four mandatory units plus four others selected from a group of optional units. Candidates will normally be expected to complete the award within 12 to 15 months.



Retail Skills Level 2

Overview

The Retail Skills Level 2 apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Retail Skills Level 2 apprenticeship provides members of staff working in a retail environment with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Retail Skills Level 2 apprenticeship is designed for candidates who do not hold a formal qualification. Candidates will need to demonstrate their ability to meet the requirements of each part of the reward, each statement or report has to be supported by documentation or other evidence.

Examples of the types of evidence needed to build their portfolio will include:

- Copies of work completed
- Testimonials from employers and colleagues or customers
- Observations of workplace activities
- Underpinning knowledge

Evidence of competence, such as:

- Sales
- Stock management
- Product expertise
- Merchandising
- Visual merchandising
- Management and leadership
- Finance and administration
- Organisational effectiveness
- Customer service

How will the student be assessed?

After identifying the appropriate units, candidate will be supported by the appointed vocational qualification assessor in collecting sufficient and appropriate evidence. Having collected the evidence, the assessor will then ensure the required standards have been achieved. Assessments will take the form of observation, discussion and short reports completed by the candidate, supplemented by the evidence. Assessment visits will be carried out on site at the candidate's workplace, which will include observations, will last for approximately 1 to 2 hours, although this can be extended or reduced depending on the situation.

Candidates will present evidence in a portfolio format, in order to demonstrate their competence against the National Occupational Standard for Retail Skills.

About the programme

This qualification is for those who are currently working in a retail environment, including sales assistants, counter assistants, visual merchandisers, point of sale operators and stockroom assistants or those who wish to certify their competence in retail skills. Candidates will normally expect to complete the Level 2 award within 6 to 9 months, although this might be achieved earlier depending on individual circumstances and the opportunities to gather evidence.



Retail Skills Level 3 – Sales Professional

Overview

The Retail Skills Level 3 – Sales Professional apprenticeship is great for employers, helping businesses build a stronger, more confident workforce equipped with greater skills.

The Retail Skills Level 3 – Sales Professional apprenticeship provides members of staff working in a retail environment with a qualification that demonstrates they possess the skills and knowledge to carry out their role to a professional standard. In addition it confirms to the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

Structure of qualification

The Retail Skills Level 3 – Sales Professional apprenticeship is designed for candidates who do not hold a formal qualification. Candidates will need to demonstrate their ability to meet the requirements of each part of the reward, each statement or report has to be supported by documentation or other evidence.

Examples of the types of evidence needed to build their portfolio will include:

- Copies of work completed
- Testimonials from employers and colleagues or customers
- Observations of workplace activities
- Underpinning knowledge

Evidence of competence, such as:

- Sales
- Stock management
- Product expertise
- Merchandising
- Visual merchandising
- Management and leadership
- Finance and administration
- Organisational effectiveness
- Customer service

How will the student be assessed?

After identifying the appropriate units, candidate will be supported by the appointed vocational qualification assessor in collecting sufficient and appropriate evidence. Having collected the evidence, the assessor will then ensure the required standards have been achieved. Assessments will take the form of observation, discussion and short reports completed by the candidate, supplemented by the evidence. Assessment visits will be carried out on site at the candidate's workplace, which will include observations, will last for approximately 1 to 1.5 hours, although this can be extended or reduced depending on the situation.

Candidates will present evidence in a portfolio format, in order to demonstrate their competence against the National Occupational Standard for Retail Skills.

About the programme

This qualification allows candidates to learn, develop and practice the skills required for employment and/or career progression in retail management, or in retail as a sales professional or visual merchandising specialist. It is also suitable for those who wish to certificate their competence in retail skills. Candidates will normally expect to complete the Level 3 – Sales Professional award within 9 to 12 months, although this might be achieved earlier depending on individual circumstances and the opportunities to gather evidence.



GTG Glasgow



GTG West Midlands



GTG Edinburgh



GTG Kilbirnie Street

Glasgow 1330 South Street, G14 OBJ

Edinburgh 1A Queen Anne Drive, Lochend Ind. Est., EH28 8PL

West Midlands Bearing Drive, Wolverhampton, WV11 3SZ

0141 950 5600

0131 333 6833

01902 308090