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APPRENTICESHIPS

e-Prospectus

Spring / Summer 2009

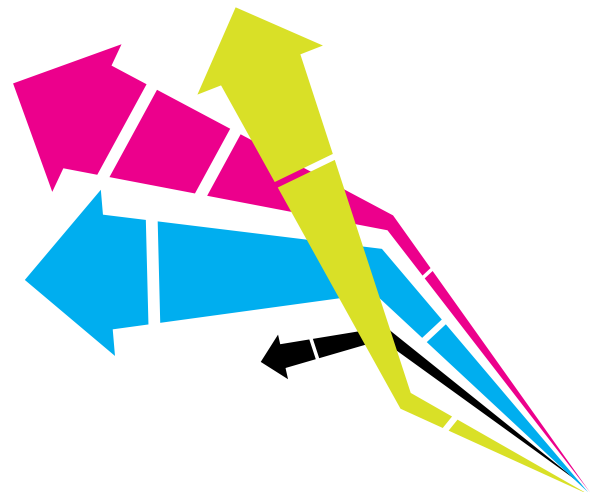


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Leading learning and skills

City of Wolverhampton College runs one of the **largest** Apprenticeship programmes in the **West Midlands** and surrounding areas, **helping** hundreds of Apprentices to **enhance** their job **skills** and **knowledge** whilst raising the **productivity** and **efficiency** of countless businesses.

Apprenticeships at the **College** are delivered by **experienced staff** who **understand** their sector industry, its challenges and the demand for **high quality** service.



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Accountancy (AAT)

According to the Financial Services Sector Skills Council (FSSC), almost 120,000 people currently work in the Financial Services Sector across the Midlands and there are around 6,000 financial services workplaces. Approximately 57% of the financial sector workforce in the Midlands are employed in banks or building societies, a fifth work in insurance and pension funding and the remainder work in operations and supervision.

The Financial Services sector is changing within the UK due to a number of influences including less disposable income being available, customers demanding more flexible financial products and the development of new technology. The FSSC sees Apprenticeships as one of the ways employers can assist staff to adapt to change with the necessary knowledge and confidence to help drive organisations forward.

If you are interested in working in the financial services sector, more information can be found on the Financial Services Skills Council website at: www.fssc.org.uk

THE FRAMEWORK:

Accountancy NVQ Level 2

Key Skills:

- Application of Number Level 1
- Communication Level 2

Accountancy NVQ Level 3

Key Skills:

- Application of Number Level 2
- Communication Level 2

**CITY OF WOLVERHAMPTON COLLEGE NOW OFFERS A
JOB CLUB SERVICE. FOR MORE INFO CALL: 01902 427448**

**NEW QUALIFICATION:
CASE STUDY COMING SOON!**

**For more information about
Accountancy Apprenticeships
please contact: Sue Lamsdale
t: 01902 427448 e: lamsdales@wolvcoll.ac.uk**



Business & Administration

All organisations need smooth administration operations to ensure the business is run efficiently, staff and customers are aware of processes and procedures and to help ensure that the company is operating according to legal requirements.

The Business and Administration Apprenticeship is a flexible programme that accommodates many varied administrative roles, with Apprentice and employer choosing the majority of the units to ensure that the programme is relevant to the job role.

If you are interested in working in an administrative role, more information can be found on the Council for Business Administration (CfA) website at: www.cfa.uk.com

THE FRAMEWORK:

Business & Administration NVQ Level 2:

Two mandatory units:

- Carry out your responsibilities at work
 - Work within your business environment
- + three optional units from a selection of 24**

Key Skills:

- Application of Number Level 1
- Communication Level 1

Technical Certificate:

OCR Certificate in Business & Administration
(Organisations & People Level 2)

Business & Administration NVQ Level 3:

Two mandatory units:

- Carry out your responsibilities at work
 - Work within your business environment
- + three optional units from group A (8 units)**
+ one optional unit from group B (22 units)

Key Skills:

- Application of Number Level 2
- Communication Level 2
- IT Level 2 (optional)

Technical Certificate:

OCR Certificate in Business & Administration
(Organisations & People Level 3)

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CASE STUDY: SAMANTHA LAW

Samantha Law is 18 and currently working in the Accounts Department of the Carlyle Bus and Coach Company.

After leaving school at 16 with good grades Samantha enrolled at a local college to study Art and Design and Physiology. While attending college she also worked part time in a restaurant which gave her independence and extra money.

After a few months of attending college Samantha began to feel that it might not be the best option for her and she wanted to try something different. She left her college courses and began applying for work in supermarkets, offices and banks via the internet, newspapers and the Jobcentre but without success. She then saw an advertisement for Apprentices with a local training company. She knew about Apprenticeships from careers advice at school but had not seriously considered the possibility. After contacting the training company, Samantha was invited for an interview and was delighted to be given the job with the Carlyle Bus and Coach Company, working in the accounts office as a Business Administration Apprentice.

The training company, sadly, went out of business and City of Wolverhampton College was delighted to take on Samantha and her Apprenticeship. A year later Samantha has completed her Business Administration Apprenticeship which demonstrates that she is a confident and competent employee at Carlyle Bus and Coach Company.

Samantha says: ***“City of Wolverhampton College has been extremely cooperative in helping me complete my Apprenticeship. Since starting at Carlyle Bus and Coach Company I have matured a lot and have lots of confidence with meeting new people, tackling challenging tasks in the office and managing my own time and workload. I have learnt so many new skills both from colleagues and my college assessor.”***

“Doing the modern apprenticeship for me was the best way forward, I can work, learn and earn all at the same time. I now want to go onto doing another NVQ in Accountancy.

“I would advise anyone to do an Apprenticeship if they want to do well at work.”

**For more information about
Business & Administration Apprenticeships
please contact: Sue Lamsdale
t: 01902 427448 e: lamsdales@wolvcoll.ac.uk**



Construction

Experts, including Price Waterhouse Coopers (PwC), the professional services firm, are predicting that once the recession is over, one of the industry sectors to recover quickly will be the property sector (Birmingham Post, 21st April 2009).

City of Wolverhampton College has around 100 construction Apprentices, employed by local and regional organisations and has recently built a new, state of the art construction block at the college to train students and give them realistic and relevant construction sector skills and knowledge.

If you are interested in working in the construction industry, more information can be found on the Construction Skills website at: www.cskills.org

THE FRAMEWORK:

Construction NVQ Level 2:

- Carpentry
- Electrical (Summer 2009)
- Painting & Decorating
- Plumbing
- Trowel Trade (Bricklaying)

Key Skills:

- Application of Number Level 1
- Communication Level 1

Technical Certificate Level 2: Day Release (C&G etc)

- First year FCA Technical Certificate
- Second year ICA Intermediate Construction AWAWR

Employment Responsibilities & Rights (ERR)

Construction NVQ Level 3:

- Carpentry
- Electrical (Summer 2009)
- Painting & Decorating
- Plumbing
- Trowel Trade (Bricklaying)

Key Skills:

- Application of Number Level 2
- Communication Level 2

Technical Certificate Level 3: Day Release (C&G, ACA and 6129 Advanced)

Employment Responsibilities & Rights (ERR)

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CASE STUDY: RAVINDER CHOPRA

Ravinder Chopra works for Wulfrun Building Services in Wolverhampton. Ravinder decided he wanted a career as a carpenter, found himself a job and hasn't looked back. Wulfrun Building Services deliver fast, professional and highly efficient services to public houses and other types of organisations, often repair work or new installations. Ravinder is never quite sure where he is going to be working from day to day as very often urgent requests are made that need to be responded to immediately. Occasionally, Ravinder works on larger projects such as kitchen-fitting which can take a number of days.

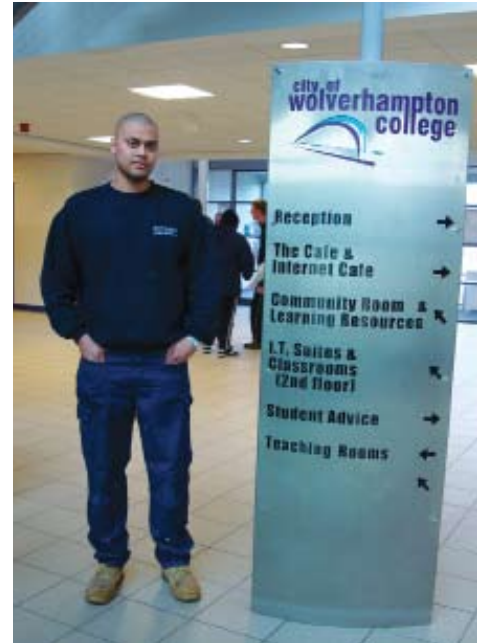
Having finished his Apprenticeship Level 2 in Carpentry with City of Wolverhampton College, Ravinder is now a qualified carpenter and is trusted to do carpentry jobs on his own. He is popular with his customers and colleagues and his job role now includes helping to train new recruits to the business who are just starting their Apprenticeships through the college. With the skills and knowledge Ravinder has acquired both on the job and at college, he is well equipped to mentor and train new Apprentices and this will help him to achieve his Advanced Apprenticeship in Carpentry (Level 3).

In 2006, Ravinder won the prestigious George Mason Award as part of the Student of the Year Awards at City of Wolverhampton College. The George Mason Award is given to students who have shown the most dedication and commitment to achieving their studies within the construction industry.

Ravinder says: ***“Wulfrun Building Services always trains its carpenters at City of Wolverhampton College so I was put straight onto an Apprenticeship when I started. I worked four days a week and attended college one day a week. It was great to meet other people doing carpentry at the college and we helped each other, as well as talking about our experiences at work.*”**

I have learnt a proper trade doing an Apprenticeship and I feel that I deserve to be a Carpenter after going through all the training and getting my qualifications.”

**For more information about
Construction Apprenticeships
please contact: John Langham
t: 01902 427448 e: langhamj@wolvcoll.ac.uk**



Creative Industries

Creative and Cultural Skills – the Sector Skills Council for creative industries - offers Apprenticeships in a number of areas, across a diverse range of occupations within the sector.

City of Wolverhampton College is part of a group of training providers across the West Midlands offering Creative Industry Apprenticeships and specialises in training for those working in cultural and heritage venue operations.

People wishing to become Creative Industry Apprentices with City of Wolverhampton College should be working in one of the following areas:

- Front of house staff, administration
- Attendant/gallery staff/warden
- Customer, visitor service staff
- Guide Demonstrators
- Sales staff
- School Liaison

Other areas available within the West Midlands include:

- Music – Live Events and Promotion
- Music Business
- Technical Theatre
- Costume and Wardrobe
- Community Arts and Education

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CREATIVE INDUSTRIES: WHAT YOU NEED TO KNOW!

One of the UK's fastest-growing and most competitive sectors, entry into the creative industries traditionally required a degree, personal contacts, or unpaid work. However, the Creative Apprenticeships provide a cost-effective alternative. From helping to run a record label's office or organising community arts, to managing costumes or running the box office, there are many opportunities for all kinds of people.

As an apprentice, you could be working in one of a number of areas, such as live events and promotion, theatre, community arts or the music industry. Organising events will give you the chance to be creative and test your organisational skills; while planning and implementing promotion ideas requires drive and enthusiasm.

If you choose community arts, you might work on projects to encourage participation in artistic activities to help improve people's quality of life. The role is artistic and creative, but involves managerial elements.

There are also more technical roles. As an apprentice theatre technician, you might install and operate sound and lighting equipment; as an apprentice wardrobe technician, you could be responsible for producing and organising performers' costumes.

*Hours are often unsociable, and technical roles can be physically demanding
– but this path can be very rewarding if you love the arts.*

**For more information about
Creative Industry Apprenticeships
please contact: Mike Dixon
t: 01902 317622 e: dixonm@wolvcoll.ac.uk**

**For more information about
Creative and Cultural Skills visit:
www.ccskills.org.uk**



Customer Service

All companies aim to ensure their customers are shown a high quality service by staff – those behind the scenes as well as at the forefront of operations. Whatever the business, customer service goes a long way to maintain the success of a company and plays a key part in planning operations and strategy.

City of Wolverhampton College offers Customer Service Apprenticeships to organisations across the West Midlands. This is one of the most flexible Apprenticeships – Apprentices training at the College work for a diverse range of organisations from building societies to art galleries.

If you are interested in working in a customer service role, more info can be found on the Council for Administration website at: www.instituteofcustomerservice.com

THE FRAMEWORK:

Customer Service NVQ Level 2:

Two mandatory units:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

+ five optional units

Key Skills:

- Application of Number Level 1
- Communication Level 1
- IT Level 1 (optional)

Technical Certificate Level 2:

OCR Certificate in Customer Service Level 2

Customer Service NVQ Level 3:

Two mandatory units:

- Understand customer service to improve service delivery
- Know the rules to follow when developing customer service

Key Skills:

- Application of Number Level 2
- Communication Level 2
- IT Level 2 (optional)

Technical Certificate:

OCR Certificate in Customer Service Level 3

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CASE STUDY: MICHELLE HOLLINSHEAD

Michelle Hollinshead, 21, is a Customer Service Advanced Apprentice at City of Wolverhampton College, working for the Employer Engagement Directorate.

Michelle has worked for the college since 2006, starting on a work experience placement for 5 months with the Employer Engagement team at King Street in the centre of Wolverhampton. Michelle worked hard and was popular with both staff and learners, as well as being quick to learn about the computer system, team procedures and the varied jobs she was required to do.



Shortly before Michelle was about to leave her work experience placement, a vacancy for a Hairdressing Administrator at King Street came up and Michelle applied – and got the job. Michelle is now doing an Apprenticeship and benefiting by learning and earning at the same time. The qualification is based on her job role and helps her to find out new ways of doing things, learn about employment legislation including the importance of health and safety in the workplace and how to give customers the best service possible.

One of Michelle's main responsibilities is monitoring Apprentice attendance at the College. Hairdressing Apprentices work for well-known salons throughout the Black Country, attending The Salon, King Street, to learn theory for their qualification and also to do practical work. The Salon operates as a commercially-run business, with "real" clients – helping to train the Apprentices at the same time. The Employer Engagement team at King Street offers support and guidance to all learners and if any Apprentices are unable to attend the college on day-release for any reason, Michelle contacts them to see what support they may need.

This role is vital as it ensures the college and Apprentices keep in touch with each other and if the learners are experiencing any difficulties with their qualification, this can be identified quickly.

Michelle very much enjoys her job at King Street and likes the variety. Her other duties include taking minutes of meetings and lots of work on the computer, including design work.

Michelle says: *"I enjoy working for a multicultural college and I feel I benefit from the variety of opportunities that are available to me. In the future I would like to work in a marketing or design job role. I am looking forward to what the future might hold for me at the College."*

**For more information about
Customer Service Apprenticeships
please contact: Sue Lamsdale**

t: 01902 427448 e: lamsdales@wolvcoll.ac.uk



Engineering

Despite the decline of traditional manufacturing across the UK, some engineering companies in the area are adapting to economic changes and are becoming more technology orientated using sophisticated processes, systems and equipment, replacing the more labour intensive engineering and manufacturing processes.

City of Wolverhampton College delivers many different engineering qualifications with the Employer Engagement team providing Engineering Apprenticeships and a 'stand alone' Performing Manufacturing Operations (PMO) qualification to employers.

If you are interested in finding out more about working in Engineering, further information can be found on the Semta website on: www.semta.org.uk

THE FRAMEWORK:

Engineering NVQ Level 2:

6 units Engineering / 8 units Technical Support to include three mandatory units:

- Working safely in an Engineering environment
 - Working efficiently & effectively in Engineering
 - Using and communicating technical information
- + one support unit and two or four optional units**

Key Skills:

- Application of Number Level 1
- Communication Level 1
- IT Level 1
- Improving Own Learning Level 2
- Working With Others Level 2

**Technical Certificate Level 2:
Day Release (including BTE, C&G etc)**

Employment Responsibilities & Rights (ERR)

Engineering NVQ Level 3:

- Electrical
- Mechanical Maintenance
- Fabrication & Welding
- Technical Support
- Toolroom

Key Skills:

- Application of Number Level 2
- Communication Level 2
- IT Level 2
- Improving Own Learning Level 2
- Working With Others Level 2

**Technical Certificate Level 3:
Day Release (including BTE, C&G etc)**

Employment Responsibilities & Rights (ERR)

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CASE STUDY: DAVID TURNER

Talented Apprentices at ThyssenKrupp Tallent

David Turner left school in 2003 and was employed by ThyssenKrupp Tallent as a Tool Room Apprentice, spending his first year of employment at college before going to work in the company's Cannock tool room in 2004. With support from the college and his employer, David has now completed his Engineering Advanced Apprenticeship which includes an NVQ Level 3 in Tool Room Operations and a Diploma in Welding. The Engineering Advanced Apprenticeship is particularly challenging as it takes 4 years to achieve and requires great dedication, commitment and self discipline to complete.

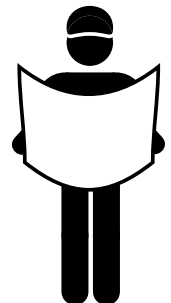
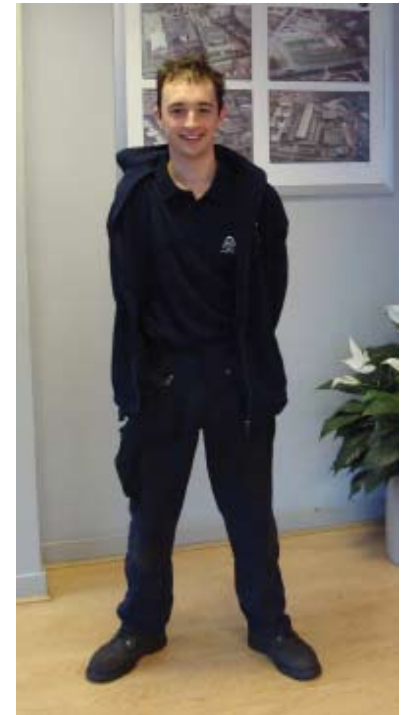
David's Supervisor, Lee Terry, is extremely complimentary about David. He says: ***“Initially David was a bit behind with his college work and seemed to lack motivation. However, suddenly he changed – he worked hard to catch up with his peers, then he overtook his peers at college and flew ahead of them with his abilities and behaviour at work. This happened to such an extent that he was made Assistant Supervisor in the tool room and now stands in for me when I am on holiday or away from work for other reasons.***

I wanted to see how David handles responsibility and have discovered that he is a smart, articulate, trustworthy and well respected individual. The fact that he is well respected will stand him in good stead as he has found that taking on supervisory responsibilities is challenging but he manages the responsibilities well. It is hard to find skilled and knowledgeable engineers these days and when we find young people with potential, we at ThyssenKrupp want to keep hold of them”.

David is considered a valuable member of staff at ThyssenKrupp and now that he has completed his Advanced Apprenticeship, he is continuing his training and has recently completed ThyssenKrupp Tallent's own inhouse Future Management course.

David was awarded Apprentice of the Year by City of Wolverhampton College in December 2007.

**For more information about Engineering Apprenticeships please contact: Pam Jordan
t: 01902 427448 e: jordanp@wolvcoll.ac.uk**



Hairdressing & Barbering

The Salon, King Street

City of Wolverhampton College assists regional salons in training over 200 Hairdressing Apprentices each year. All Apprentices are permanently employed with professional hairdressing Salons within the West Midlands and attend The Salon, King Street in the heart of Wolverhampton, one day each week for training in practical work and hairdressing theory. The Salon has recently been refurbished and is fully modernised, with 28 working stations and is open to the public four days a week.

The Salon, Telford

City of Wolverhampton College now has a successful and fully-operational hairdressing training salon in Telford which will give aspiring Hairdressing Apprentices from the Shropshire region access to a wide range of college resources, while still benefiting from the highly skilled and experienced existing staff. Both The Salon, King Street and The Salon, Telford have a varied and exciting hairdressing programme which includes participating in regional competitions and educational trips abroad to watch professional demonstrations. Both salons also have good relationships with celebrity hairdressers who attend annual events and give demonstrations to both Apprentices and employers.

To find out more about hairdressing as a profession, go to the Habia website on: www.habia.org

THE FRAMEWORK:

Hairdressing NVQ Level 2:

Ladies* or Barbering

Key Skills:

- Application of Number Level 1
- Communication Level 1
- IT Level 1 (optional)

*Afro Caribbean elements can be incorporated into the qualification

Hairdressing NVQ Level 3:

Ladies only

Key Skills:

- Application of Number Level 2
- Communication Level 2
- IT Level 2 (optional)

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CASE STUDY: KIRSTY BARTLEY

Kirsty Bartley always wanted to be a hairdresser and after school she started working for a hair and beauty salon in Tettenhall as a junior member of staff.

Although she initially wanted to study beauty as well, Kirsty feels that by focusing on a Hairdressing Apprenticeship, she now has a well-established career with opportunities to progress even further.

After doing her Level 2 Hairdressing Apprenticeship – working and attending the college training salon in King Street, Wolverhampton – Kirsty progressed to her Level 3 Advanced Apprenticeship which she has recently completed.

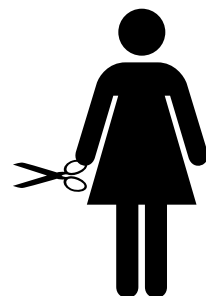
Kirsty loves the every day variety in her job and is pleased she had the opportunity to learn through an Apprenticeship, as soon as she started work. Because she began working at the salon as soon as she left school and has constantly received guidance and mentoring from her employer as well as the college, Kirsty feels a well-established and valued member of the hairdressing team.

Kirsty says:

“The Apprenticeship has really made me want to learn and I don’t miss any training opportunities my employer gives me. Although I love working here, one day I would love to possibly run my own salon or work on a cruise ship. Because I have learnt so much from my college qualifications and received fantastic training and support from my boss and the team, I feel that there are lots of exciting opportunities available to me”.



**For more information about
Hairdressing Apprenticeships
please contact: Sue Cole
t: 01902 427448 e: coles@wolvcoll.ac.uk**



Health & Social Care

With the ever-changing structure and role of the health and social care service within the UK, it is essential for employers within that sector to have motivated, professional and dedicated teams of people working for them.

Issues such as an increasingly aging population, strong emphasis on healthy eating and exercise and extended longevity have all contributed towards the need for multi-skilled, competent and confident employees, aware of the continuously changing nature of the health service and ready to adapt to future needs.

If you are interested in working in the health and social care sector, more information can be found on the Skills for Health website at: www.skillsforhealth.org.uk and the Skills for Care and Development website at: www.skillsforcareanddevelopment.org.uk

THE FRAMEWORK:

Health & Social Care NVQ Level 2:

Three mandatory units:

- Communicate with, and complete records for individuals
- Support the health and safety of yourself and individuals
- Ensure your own actions support the care, protection and well-being of individuals

+ two optional units

Key Skills:

- Application of Number Level 1
- Communication Level 1
- IT Level 1 (optional)

Technical Certificate:

BTEC Health & Social Care Certificate

Health & Social Care NVQ Level 3:

Four mandatory units:

- Promote effective communication for and about individuals
- Promote, monitor and maintain health, safety and security in the working environment
- Reflect on and develop your practice
- Promote choice, well-being and the protection of all individuals

Key Skills:

- Application of Number Level 2
- Communication Level 2
- IT Level 2 (optional)

Technical Certificate:

BTEC Health & Social Care Diploma

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CASE STUDY: MICHELLE McGUINNESS

Michelle McGuinness began working for Waterside House residential care home for the elderly in September 2005 and has just completed her Apprenticeship in Health and Social Care, including her BTEC in Care and her Care NVQ Level 2. Michelle's managers and colleagues have been very supportive to her with the qualification, so much so that she has finished the Apprenticeship in 8 months!

With Michelle's experience at work and the successful completion of her qualification, she has been given extra responsibility within the care home, which now enables her to embark on an Advanced Apprenticeship (Level 3). Michelle is now part of a Supervision Scheme and has also completed a medication course. After some years working for the care home, she feels she may like to continue her career as an ambulance technician. With the excellent support she gets within her workplace, the work experience she has and her Apprenticeship qualifications, Michelle is already proving to be a valuable asset within the care sector.



CASE STUDY: SARAH SHERRATT

Sarah Sherratt, 21, has been working at Waterside House residential care home for the elderly, for over a year now. Sarah started a Health and Social Care Apprenticeship in April 2006 and feels that the qualification helps her to be effective at work and that she uses the knowledge she gains from the Apprenticeship, on a daily basis. All the clients at Waterside House suffer from dementia, so Sarah's job is particularly demanding. Sarah appreciates the support she receives from the college assessor and tutor, who have both worked in the industry and are aware of the difficulties and issues Sarah encounters at work on a daily basis. Sarah very much enjoys working at Waterside House and is grateful for all the help her colleagues and managers give her with her work and qualifications.



**For more information about
Health & Social Care Apprenticeships
please contact: Sue Lamsdale
t: 01902 427448 e: lamsdales@wolvcoll.ac.uk**



Amenity Horticulture

All horticulture qualifications at City of Wolverhampton College, are managed by the Cedars, an “Oasis of Calm” less than a mile outside Wolverhampton. As well as offering a site of over 2 acres and matured, landscaped beds and borders, a gazebo, vegetable allotments and 100ft glass house, the Cedars also houses a commercial shop and several classrooms. Amenity Horticulture Apprenticeships are for those working in the industry and are mostly delivered in the workplace, with some college attendance.

If you are interested in working in amenity horticulture, more information can be found on the Lantra website at: www.lantra.co.uk

THE FRAMEWORK:

Amenity Horticulture NVQ Level 2:

Occupational routes:

- Nursery
- Sports Turf
- Interior Landscaping
- Cemeteries and Graveyards

Key Skills:

- Communication Level 1
- Application of Number Level 1
- Working with Others Level 1
- Improving Own Learning and Performance Level 1

Amenity Horticulture NVQ Level 3:

Occupational routes:

- Landscaping
- Sports Turf

Key Skills:

- Communication Level 2
- Application of Number Level 2
- IT Level 1
- Working with Others Level 2
- Improving Own Learning and Performance Level 2

Technical Certificate:

- Level 3 Certificate in Amenity Horticulture (Landscaping)
- Level 3 Certificate in Amenity Horticulture (Sports Turf)

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CASE STUDY: THE CEDARS

There are lots of reasons why people should come to the Cedars, and one of them is the space. This two and a quarter acre site offers exactly what we are all looking for the antidote to busy modern life, right on the doorstep. Offering many options for people who want to work in harmony with nature, whether with flowers or with the land, the idyllic woodland setting is only a mile out of the city centre with luscious surroundings crafted by nature.

Whatever your age the relaxed atmosphere of this friendly and welcoming oasis will ensure that you are able to blossom and flourish. Sit down with a relaxing drink and take time out to look through this guide; imagine yourself designing and planning a garden, or creating a vibrant flower display. Join us on a misty morning to look over the rolling grass landscape, breathing in the smell of the flourishing flowers and letting your creativity flood out.

For over forty years people have come to us to change their lives and we like to think we make an impact. If you're serious about a career in these areas, we are here to help, after all it's what we do and we love it!



**For more information about Horticulture Apprenticeships please contact: David Edwards
t: 01902 427448 e: edwardsda@wolvcoll.ac.uk**



Hospitality

City of Wolverhampton College has a fully functioning training restaurant in the heart of Wolverhampton, open to members of the public most week day lunch times and evenings. The restaurant is run by students, fully supervised by staff, and offers good quality food at extremely reasonable prices.

Apprenticeships are assessed regularly within the workplace by an industry professional and Apprentices come into the Metro One campus to achieve certificates in Food Hygiene and Health and Safety.

If you are interested in working in the hospitality and catering industry, more information can be found on the People 1st website on: www.people1st.co.uk

THE FRAMEWORK:

Hospitality NVQ Level 2:

The College delivers Level 2 Hospitality Apprenticeships in the following areas:

- Bar Service
- Food Preparation
- Food Processing
- Food & Drink
- Quick Service
- Level 3 Supervision

Key Skills:

- Application of Number Level 1
- Communication Level 1

Hospitality NVQ Level 3:

The College delivers Level 3 Hospitality Apprenticeships in the following areas:

- Hospitality Supervision
- Food Preparation & Cooking

Key Skills:

- Application of Number Level 2
- Communication Level 2

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CASE STUDY COMING SOON!

**For more information about
Hospitality Apprenticeships
please contact: Sue Lamsdale
t: 01902 427448 e: lamsdales@wolvcoll.ac.uk**



Information Technology (IT)

E-skills, the Sector Skills Council for Information Technology, state that over 20 million people in the UK use IT in their jobs and 90% of new jobs require IT user skills. (IT User end of year Report 2003/4).

IT User skills are used across all industries and almost all businesses rely on information technology (IT) in some form. IT is used to reach more customers, to offer better services, to reduce costs and to improve efficiency.

Research conducted by e-skills UK shows that more than 90% of new jobs in the UK require the use of Information and Communication Technology, yet more than half of UK employers feel that their staff do not have sufficiently developed IT User skills.

In the modern workplace the management and use of information technology has opened up the fastest growing job market of the age. The need for rapid access to and fast transmission of increasing amounts of information has created exciting and stimulating job challenges and opportunities for all individuals.

THE FRAMEWORK:

IT NVQ Level 2:

One mandatory unit: Making Selective Use of IT

+ optional units including:

- Word Processing
- Spreadsheets
- Databases
- Presentation
- Email
- Sector Specific Specialist or Bespoke
- Internet Software
- Exchanging Information Evaluate the Impact of IT
- Artwork and Imaging
- Trouble-shooting for Users
- Intranets

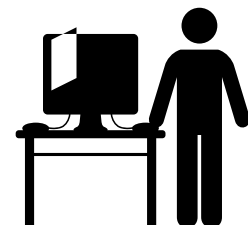
Key Skills:

- Application of Number Level I
- Employer Rights & Responsibilities Level I
- Communication Level I

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**NEW QUALIFICATION:
CASE STUDY COMING SOON!**

**For more information about
IT Apprenticeships
please contact: Sue Lamsdale
t: 01902 427448 e: lamsdales@wolvcoll.ac.uk**



Motor Vehicle

IMI, the Sector Skills Council for the motor vehicle industry, believes that Apprenticeships are part of the future for the sector. In today's challenging economic climate, the car industry is slowing as fewer new cars are being manufactured. However, this decline has prompted an increase in older cars needing more repairs as people are less inclined to replace them and it is predicted by the industry that in this respect, those working in the motor vehicle repairs sector, will see an increase in business in 2010.

If you are interested in working in the motor vehicle industry, more information can be found on the Institute of the Motor Industry (IMI) website at: www.motor.org.uk

THE FRAMEWORK:

Motor Vehicle NVQ Level 2:

- Vehicle Maintenance & Repair (Light Vehicle)
- Vehicle Maintenance & Repair (Heavy Vehicle)

Specialist options:

- Body Repair
- Body Refinish
- HGV Maintenance & Repair

Key Skills:

- Application of Number Level 1
- Communication Level 1
- IT Level 1

Institute of Motor Industry (IMI) Certificate

Motor Vehicle NVQ Level 3:

- Vehicle Maintenance & Repair (Light Vehicle)
- Vehicle Maintenance & Repair (Heavy Vehicle)

Specialist options:

- Body Repair • Body Refinish
- HGV Maintenance & Repair

Key Skills:

- Application of Number Level 2
- Communication Level 2

Institute of Motor Industry (IMI) Certificate

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CASE STUDY: ELIZABETH FERRANTI

Nineteen year old Elizabeth Ferranti first became interested in working with vehicles when she volunteered to help build a car to raise money for the NSPCC in 2005 with Dursley Motors. Shortly after this, Elizabeth started a Motor Vehicle Apprenticeship, working as a vehicle sprayer and finisher with Richard Yorke Motors Limited in Newtown, Powys, while she did her qualification. Having completed her level 2 Apprenticeship, Elizabeth then started her Motor Vehicle Advanced Apprenticeship with City of Wolverhampton College.



Elizabeth is totally committed to both her job and her Apprenticeship. Living in Telford, she has many miles to travel to work and the college, but she is determined to achieve her qualification. Having passed her industry test, Elizabeth is due to complete her NVQ Level 3 by the end of the year and is hoping to become Head Sprayer in the future.

Elizabeth says: ***“I really enjoy my job. I’ve found the Apprenticeship has helped me to understand my work more and I get the chance to use the knowledge and skills I learn at college when I’m working on the cars.”***

CASE STUDY: ADAM TIPPER

Adam Tipper is a 19 year old Motor Vehicle Apprentice who began his studies at City of Wolverhampton College in September 2005. Adam originally enrolled onto the full time course where he completed his technical certificate and was then offered a permanent job at Sedgley Motoring Centre.



Once Adam was employed, he was then able to undertake his Level 2 Motor Vehicle NVQ as well as key skills in literacy, maths and IT and gaining hands-on, practical experience in the workplace. Adam attends college one day each week and enjoys applying the theory he learns at college, to his activities at work.

Adam says: ***“What satisfies me the most in my job is when we get a car that’s broken down and I get it going again. There’s a lot of variety in my job – no two days are the same and I like feeling part of a team.”***

**For more information about
Motor Vehicle Apprenticeships
please contact: Sue Lamsdale
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Teaching Assistant

The teaching system within the UK is currently under review with the introduction of new diplomas replacing traditional secondary school qualifications, an increasing number of new Academies being established and education institutions working together more.

The Training and Development Agency for Schools (TDA) is the Government's Sector Body for the school workforce, including Teaching Assistants. The TDA's vision and mission is:

“...that by 2013 all schools can recruit, develop and deploy effectively the highly-skilled, professional workforce they need to maximise the achievement of every child and young person and improve their well-being. Our mission is to support and challenge schools in England to secure an effective children's workforce that improves children's and young people's achievement and well-being. We do this through securing the supply of the teaching workforce, helping schools to develop and deploy the whole workforce, and supporting integrated working with other services through helping to reform the workforce.”

(TDA Strategic Plan 2008-2013, www.tda.gov.uk)

THE FRAMEWORK:

Supporting Teaching & Learning NVQ Level 2:

Four mandatory units:

- Help with classroom resources and records
- Help with the care and support of pupils
- Provide support for learning activities
- Provide effective support for your colleagues

Key Skills:

- Application of Number Level 1
- Communication Level 1
- IT Level 1

OCR Certificate in Supporting Teaching & Learning Level 2

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CASE STUDY: DAWN HURDISS

Dawn Hurdiss is one of the college's new teaching assistant apprentices, combining a placement at St Bartholomews School with a day in class. Dawn, who used to work in computing, gave up her job to focus on her family. She had volunteered at her children's school for many years, and after working as a school librarian for four years, decided she wanted to get more involved in school life.



When her youngest child started school she decided it was the ideal time to start her career afresh and signed up for her Level Two apprenticeship.

Dawn says: ***“Before I enrolled with the college I was just a mom helping out at the school, but since starting my apprenticeship I spend more time in the classroom and am considered part of the staff. I didn’t know anything about apprentices before I started, but am really enjoying the hands on element. I’m hoping to get a permanent job once I complete my course and then progress within employment”***

CASE STUDY: DAWN HEGARTY

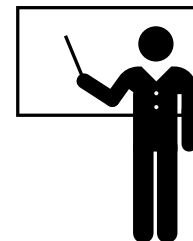
Mother-of-two Dawn Hegarty is another of the college's teaching assistant apprentices. Dawn had always enjoyed the school environment and often helped out at school events. She had considered working as a school admin assistant after giving up her job in an estate agents, but after hearing about the apprenticeship scheme decided to sign up to become a teaching assistant.

Dawn says: ***“I gave up my job in an estate agents to live in America but when that fell through I evaluated where I was in life. I didn’t know anything about apprentices before I came in to the college, but found it fitted in well around family commitments. I work two days a week in a school and spend one day in college, and have found the combination works together really well. By gaining practical experience alongside the course modules I can incorporate what I am learning into my day-to-day activities.”***



For more information about Teaching Assistant Apprenticeships please contact: Sue Lamsdale

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Email: employerenquiries@wolvcoll.ac.uk

Web: www.wolvcoll.ac.uk/employer

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