

# Apprenticeships



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## Introduction

Whether you are looking for a job that enables you to carry on learning, or are already in employment and want to gain further qualifications, an apprenticeship could be the option for you.

Apprenticeships are specialist on-the-job training programmes which allow you to develop your career, study nationally recognised qualifications and learn new skills, all while earning a wage.

Kingston College has worked with large and well known employers such as British Airways and L'Oreal, for many years and are delighted to announce that we will also be partnering Lufthansa and Imperial College London with their apprenticeship schemes.

The information you need to choose, apply for and start an apprenticeship at Kingston College is in this guide.

Best Wishes



Peter Mayhew-Smith  
Principal



## Apprenticeships at Kingston College

**Do you want to go straight out into the world of work when you leave school and earn a living?**

**Are you already working and looking for a way to improve your skills and knowledge to improve your career prospects?**

If the answer to either of these questions is yes an apprenticeship may offer you the way forward to achieve your goals. Apprenticeships enable you to enter or stay in the world of work, earn a decent wage and learn new skills. They offer a mixture of on and off the job training that leads to nationally recognised qualifications.

As apprenticeships are designed with employers, they offer structured training that enables you to learn the exact skills you need to do a job well. Targets are set to ensure you're progressing and that your employer is providing you with the right support.

### Key Benefits:

- Earn a salary
- Receive training
- Gain qualifications
- Get paid holidays
- Learn specific job skills

There are a wide range of established apprenticeships available at Kingston College:

- Aircraft Maintenance
- Aviation Operations on the Ground
- Business and Administration
- Childcare
- Customer Service
- Engineering
- Hairdressing
- Health and Social Care
- Information Technology
- Motor Vehicle
- Plumbing
- Retail

## Did You Know?

- An apprentice earns a minimum of £95 per week with the average salary at £170
- By 2020 the aim is to have 1 in 5 young people undertaking an apprenticeship
- In the last 15 years there have been more than 2 million apprenticeship starts
- Over 100,000 employers offer apprenticeships in hundreds of different job roles
- Those with a Level 2 Apprenticeship earn on average around £65,000 more over their lifetime than those with a Level 2 qualification or below
- People with an Advanced Apprenticeship earn on average £100,000 more over their lifetime than those with a qualification at Level 2 or below
- If all apprentices created a human chain it would extend from London to Brighton

## Why Kingston College?

- Top notch facilities – which make learning even easier
- Supportive and knowledgeable staff – who will help you every step of the way and have current industry experience
- Location - we are situated in the heart of Kingston close to all amenities, with excellent transport links
- Recommendations from our past students

*“An outstanding range of partnerships and vocational links”* **Ofsted 2010**



## Frequently Asked Questions

### What entry qualifications would I need?

There are no fixed entry requirements for most apprenticeships, but some courses do require particular GCSEs. Please see the individual apprenticeships in this guide for specific details.

### Would I need to find a job?

Yes. You would need to find a job working a minimum of 16 hours per week in the occupation you are interested in and show you are serious about your training and work commitments.

### How would I find a job?

- Head to the Apprenticeships website - [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk) - register your details, and search for vacancies that match your areas of interest in a location that suits you. Once you've found the apprenticeship you want use the simple, secure and reusable application form.
- Research your local area for potential vacancies by reading local papers, searching company websites and talking to career advisers.
- Speak to your relatives and friends - networking is a great way to source jobs.
- Undertake unpaid work experience.

### How is my training organised?

You, your employer and the College agree an Individual Learner Plan. This details what you are going to achieve and how. Your skills training will normally be undertaken at your work place working alongside colleagues. You will attend College to cover theory, practical and functional skills.

### What's expected of me?

As with any job, you will be expected to:

- Work to the best of your ability
- Be punctual at work and College
- Keep records of your achievements
- Work to the targets set for you
- Complete all the work needed to achieve your agreed Individual Learner Plan.

### How long will it take?

The time frame differs depending on the type of apprenticeship you undertake. The typical duration of each programme is listed in the course information in this guide. This will also be discussed at the time of writing your Individual Learner Plan.

### What will happen at the end of my apprenticeship?

You will have gained an NVQ and technical qualification in your chosen area and key skills qualifications. You will have evidence of being competent in your chosen vocational area and be in an excellent position to be offered a full time job by an employer.

### Is there anything else I should know?

Apprenticeships are government-funded so there are no specific fees payable to the College by you. You may have to purchase your own equipment or materials appropriate to your chosen course. Apprenticeship students are entitled to the same benefits as full time students. You will be given excellent support and have access to the first-class resources and facilities at Kingston College.

## Case Studies

### British Airways Apprentice and South West Trains Apprentice



#### **Lauren Elsbury**

“I’ve always been interested in engineering. When I was growing up my dad was often in the garage either working on the car or on our motorbikes, and I used to help him service them.

I did the first year of sixth form then I applied to the BA scheme.

We have a workshop lesson twice a week, where we do metalwork and have access to lots of different tools, such as drills and vices. We did a work experience week at BA where we all shadowed an engineer. We also have maths and electronics lessons and learn about aircraft principles.

I’m enjoying it much more than I thought I ever would. I’m particularly enjoying learning how engines work.”



#### **Sharlene Oldroyd**

“I have worked hard on this apprenticeship because I want to get the most out of the scheme and go as far as possible within South West Trains. I hope that I can also prove to my company that mature apprentices are a worthwhile investment.

After the apprenticeship program I plan to work on the trains for a few years getting as much experience as possible then hopefully move on to become a technical assistant who investigates problems with components on the trains and design solutions. Taking the HNC as part of the apprenticeship will help me in this position. From there I would like to consider becoming a manager within South West Trains.”

# List of Apprenticeships

**Aircraft Maintenance**

**Aviation Operations on the Ground**

**Business and Administration**

**Childcare**

**Customer Service**

**Engineering**

**Hairdressing**

**Health and Social Care**

**Information Technology**

**Motor Vehicle Maintenance**

**Plumbing and Heating**

**Retail**



## Advanced Apprenticeship in Aircraft Maintenance

*In partnership with British Airways, Kingston College offers school leavers the opportunity to become Aircraft Maintenance Engineers.*

### What will I study?

The course comprises of basic engineering maintenance skills and associated studies, an introduction to aircraft theory and human factors and the development of the personal skills required to provide high standards of service in a competitive and safety critical business. British Airways staff are involved in the delivery of the course and supporting participating students.

### What are the entry requirements?

At least four GCSEs grade A\* to C which includes Mathematics, Science and English.

Candidates will also be required to meet the requirements of security checks to gain an airside pass from the BAA. It is therefore necessary to have a clean criminal record, the right to work in the EU and be able to provide references for up to the past five years. You must be able to travel to Kingston College and the British Airways facility at Heathrow Airport.



### Duration?

The programme consists of a one year full time course at Kingston College, with up to 4 weeks work experience at British Airways Heathrow maintenance base.

### What comes next?

Successful completion of the one year course, work experience and an interview with British Airways will lead to employment as an apprentice and the achievement of additional qualifications necessary to be awarded an Advanced Apprenticeship in Aircraft Maintenance. This will take a further two years.

### Additional Information

For further information please contact:

The School of Engineering on 020 8268 2784 or e-mail [eng@kingston-college.ac.uk](mailto:eng@kingston-college.ac.uk)

## Apprenticeship in Aviation Operations on the Ground

*Sponsored by British Airways, Kingston College has launched an exciting opportunity for school leavers to become Aircraft Ground Handlers and work as part of the British Airways' Heathrow Operations Team.*

### What will I study?

The programme provides an introduction to ground service equipment, aircraft familiarisation, airmanship, health and safety and the personal and team-working skills required to ensure delivery for customers in a competitive and safety-critical business.

### What are the entry requirements?

At least four GCSEs grade D or above which includes Mathematics and English Language (or equivalent), preferably within the last 2 years, plus satisfactory references, attendance record and interview.

Candidates will also need to be in a position where they have or they can achieve an endorsement-free full UK driving licence within six months of starting an apprenticeship, as it is necessary to drive airside vehicles as part of the job role.

Candidates will also be required to meet the requirements of security checks to gain an airside pass from the BAA. It is therefore necessary to have a clean criminal record, the right to work in the EU and be able to provide references for up to the past five years.



The role of a ground handler can be physically demanding and you will be required to work outdoors in all weathers. You must be able to travel to Kingston College and the British Airways facility at Heathrow Airport.

### Duration?

The programme consists of a full time eighteen week course at Kingston College to include two weeks work experience at British Airways Heathrow.

### What comes next?

The opportunity to be employed as an apprentice for the following eighteen months.

### Additional Information

For further information please contact:

The School of Engineering on 020 8268 2784 or e-mail [eng@kingston-college.ac.uk](mailto:eng@kingston-college.ac.uk)

# Apprenticeship and Advanced Apprenticeship in Business and Administration



## What will I study?

There is a choice of over 50 units of competence and the appropriate units are agreed between the employer, the apprentice and the College. The Level 2 Certificate in Principles of Business and Administration focuses on the knowledge and understanding which underpins a wide range of work, interpersonal and technical skills needed by administrators.

**Apprenticeship:** *Competence Based Element:* NVQ Level 2 Certificate in Business and Administration

*Knowledge Based Element:* Level 2 Certificate in Principles of Business and Administration

*Functional Skills:* English at Level 2 and Maths at Level 1

**Advanced Apprenticeship:** *Competence Based Element:* NVQ Level 3 Certificate in Business and Administration

*Knowledge Based Element:* Level 3 Certificate in Principles of Business and Administration

*Functional Skills:* English at Level 2 and Maths at Level 2

## What are the entry requirements?

There are no laid down minimum entry or previous experience requirements for the Business and Administration Apprenticeship framework.

Direct entry onto the Business and Administration Advanced Apprenticeship is possible. However it is expected that most entrants will progress from the Apprenticeship in Business and Administration.

## Duration?

The length of time taken will depend on the ability of the individual apprentice and employer requirements. The minimum duration acceptable for completion of the Business and Administration Apprenticeship should be at least 6 months, unless individual circumstances (such as significant prior learning) make the relevant minimum length of stay inappropriate.

The minimum duration acceptable for completion of the Level 3 Apprenticeship should be at least 12 months.

## What Comes Next?

**Apprenticeship:** Progression onto the Level 3 Business and Administration Advanced Apprenticeship, specialist administration roles (such as legal or educational administrator) or supervisor of administration functions.

**Advanced Apprenticeship:** Foundation Degree in Business and Professional Administration offered by Kingston College in partnership with Kingston University, specialist administration roles (such as legal or educational administrator) or management of administration functions.

## Additional Information

For further information, including details of how to apply please contact:

The School of Business on 0208 268 2839 or email [hbas.office@kingston-college.ac.uk](mailto:hbas.office@kingston-college.ac.uk)

# Apprenticeship and Advanced Apprenticeship in Children's and Young People's Workforce

## What will I study?

This qualification is for all those who wish to work in the Children's and Young People's workforce. It will cover the age range from birth to 19 years and will have a minimum credit value of 35 credits for the Apprenticeship and 65 credits for the Advanced Apprenticeship.

### Apprenticeship:

- Introduction to communication
- Introduction to equality and inclusion
- Introduction to personal development
- Child and young person development
- Safeguard the welfare of children and young people
- Supporting children's and young people's health and safety
- Supportive behaviour
- Supporting positive environments for children and young people
- Understand partnership working in services for children and young people
- Paediatric First Aid
- Managing paediatric illness and injury
- Maintaining and supporting relationships with children and young people

### Advanced Apprenticeship:

Mandatory units include:

- Promoting communication
- Promoting equality and inclusion in children's and young people's settings
- Engaging in personal development
- Principles for implementing duty of care
- Understanding child and young person development
- Promoting child and young person development
- Understanding how to safeguard the well-being of children and young people
- Supporting children's and young people's health and safety
- Developing positive relationships with children, young people and others involved in their care



- Working together for the benefit of children and young people
- Understanding how to support positive outcomes for children and young people
- The context and principles of early years provision
- Promoting learning and development in the early years
- Promoting children's welfare and well-being in the early years
- Professional practice in work with children in their early years
- Supporting children's speech, language and communication

Optional units will be chosen to make the qualification up to 65 credits.

## How will I be assessed?

**Apprenticeship:** You will be allocated an assessor who will visit you in the workplace to plan and assess your development. Attendance at the College is necessary one day a week to take part in group activities and tasks.

**Advanced Apprenticeship:** You will be allocated an assessor who will visit you in the workplace to action plan your progress and set you tasks to complete. When you are ready to be assessed, your assessor will come and assess you in your workplace. You will need to attend training sessions and to be taught sessions which cannot be conducted on a one-to-one basis.

## What are the entry requirements?

**Apprenticeship:** Applicants would need to be working in a suitable environment within childcare or working with young people. You will normally have at least one of the following in addition to a satisfactory reference: a pass on the CACHE Level 1 Childcare Award or 4 GCSEs at grade D or above or the satisfactory completion of a diagnostic assessment.

(Please note, it is a requirement of Adult Apprenticeships that applicants must not have a degree of any kind.)

**Advanced Apprenticeship:** Applicants need to have a good understanding of English, and experience within an Early Years setting. Applicants will need to be employed for 16 hours or more per week in a suitable environment. Learners will need to show competence in both theory and practice. You will normally have at least one of the following in addition to a satisfactory reference: a pass on the CACHE Level 2 Childcare Award or 4 GCSEs at grade C or above or the satisfactory completion of a diagnostic assessment. (Please note, it is a requirement of Adult Apprenticeships that applicants must not have a degree of any kind.)

### **Duration?**

**Apprenticeship:** One year, part time

**Advanced Apprenticeship:** Two years, part time

### **What comes next?**

**Apprenticeship:** Candidates may be able to progress to the Advanced Apprenticeship.

**Advanced Apprenticeship:** Candidates may be able to progress to a Foundation Degree.

### **Additional Information**

For further information please contact:

The Faculty of Arts, Care and Engineering on  
020 8268 3031 or by email to  
[ace.office@kingston-college.ac.uk](mailto:ace.office@kingston-college.ac.uk)



# Apprenticeship and Advanced Apprenticeship in Customer Service

## What will I study?

**Apprenticeship:** *Competence Based Element:* NVQ Level 2 Certificate in Customer Service

There are 2 mandatory units – Communicating using Customer Service Language and Following the Rules to Deliver Customer Service. The apprentice and employer then agree optional units which relate to the work role and responsibilities, such as Impression and Image, Delivering Customer Service, Handling Problems and Promoting Continuous Improvement.

*Knowledge Based Element:* Level 2 Certificate in Customer Service Knowledge focuses on knowledge and understanding which underpins a wide range of work, interpersonal and technical skills needed to deliver excellent customer service.

*Functional Skills:* English at Level 1 and Maths at Level 1

**Advanced Apprenticeship:** *Competence Based Element:* NVQ Level 3 Diploma in Customer Service

There are 2 mandatory units – Demonstrate Understanding of Customer Service and Demonstrate Understanding of the rules that impact on improvements in Customer Service. The apprentice and employer then agree optional units which relate to their work roles and responsibilities, such as Impression and Image, Delivering Customer Service, Handling Problems and Leading a Team to Improve Customer Service.

*Knowledge Based Element:* Level 3 Certificate in Customer Service Knowledge focuses on knowledge and understanding of customer service when dealing with complex and non-routine customer service issues.

*Functional Skills:* English at Level 2 and Maths at Level 2



## Pathways

There are two pathways available to the potential apprentice:

- Generic route which serves all sector industries
- Leisure and Tourism route which has a specific sector focus and includes an additional industry desirable qualification.

## What are the entry requirements?

No formal entry requirements.

## Duration?

**Apprenticeship:** Minimum duration is 12 months, unless individual circumstances (such as significant prior learning) make the minimum length inappropriate.

**Advanced Apprenticeship:** Minimum duration is 24 months, unless individual circumstances (such as significant prior learning) make the minimum length inappropriate.

## What comes next?

**Apprenticeship:** Advanced Apprenticeship in Customer Service, moving on to a different Advanced Apprenticeship, or NVQ Level 3 Diploma in Customer Service.

**Advanced Apprenticeship:** NVQ Level 4 Advanced Apprenticeship in Customer Service Management, moving into higher education, a different NVQ Level 4, or progressing to a Foundation Degree.

## Additional Information

For further information, including details of how to apply please contact:

Kingston Employer Services on 020 8268 2861  
or email [KES@kingston-college.ac.uk](mailto:KES@kingston-college.ac.uk)

# Apprenticeship and Advanced Apprenticeship in Engineering Electro-Mechanical Maintenance, Design or Manufacture



## What will I study?

### Apprenticeship:

- NVQ Level 2 in Performing Engineering Operations including a minimum of six technical units
- Appropriate Technical Certificate such as a BTEC Extended Certificate in Engineering
- Functional Skills in Mathematics, English and ICT
- Personal Learning and Thinking Skills
- Employment Responsibilities and Rights

The unit content of each NVQ can be selected to meet the needs of employers and individual apprentices.

### Advanced Apprenticeship:

- NVQ Level 3 in Engineering Maintenance, or NVQ Level 3 in Engineering Toolmaking, or NVQ Level 3 in Technical Support
- Appropriate Technical Certificate such as a BTEC Level 3 Diploma in Operations and Maintenance Engineering or Engineering
- Functional Skills in Mathematics, English and ICT
- Employment Responsibilities and Rights

The unit content of each NVQ can be selected to meet the needs of employers and individual apprentices.

## How will I be assessed?

Assessment is largely through the production of portfolios of evidence, which include the achievement of practical tasks, observations, oral and written questions and answers and assignments. Functional Skills are assessed by examination. Opportunities for assessment are built into the programme.

## What are the entry requirements?

Employment in an appropriate engineering organisation. A minimum of four GCSEs at grade C or above including Mathematics, English Language and

Science or a BTEC Level 1 Diploma/BTEC Level 2 Diploma or Extended Diploma in Engineering or other equivalent qualification. A keen interest in the design and manufacture of products or electro-mechanical engineering maintenance. Satisfactory reference, attendance record and interview.

## Duration?

Nominally 48 months, depending on aptitude and experience. Off the job full time industrial training in the College Industrial Training Centre is the preferred route for the first 40 weeks of the programme. Alternatively this can take place in the workplace providing the employer has the resources to undertake the foundation stage of training. The remainder of the training takes place in the workplace with attendance at College one day a week to complete the technical certificate requirements of the scheme.

## What comes next?

**Apprenticeship:** Employment as a qualified engineer in chosen area of work.

**Advanced Apprenticeship:** BTEC HNC in Engineering or employment.

## Additional information

The Skills Funding Agency support the scheme. Additional costs for equipment and training will be given at advice and guidance sessions. It is a requirement that apprentices are employed in order to participate in the scheme. For further information please contact:

The School of Engineering on 020 8268 2788 or email [eng@kingston-college.ac.uk](mailto:eng@kingston-college.ac.uk)

# Apprenticeship in Hairdressing, Apprenticeship in Hairdressing (Combined Hair Types) and Advanced Apprenticeship in Hairdressing



## What will I study?

**Apprenticeship** includes:

- Shampooing, conditioning and treating hair and scalp
- Basic cutting techniques
- Change hair colour
- Advise and consult with client
- Health and Safety
- Style and dress hair
- Style and finish hair
- Functional Skills:
  - Functional English Level 1
  - Functional Mathematics Level 1

## Apprenticeship (Combined Hair Types):

- Level 2 Diploma in Hairdressing & Combined Hair Types
- Level 1 Functional Skills in Maths
- Level 1 Functional Skills in Communication

We will ensure that your training fits your personal requirements. Some units are delivered through blended learning packages and online support. Candidates will be expected to work independently producing research material, evidence and assignments. Online tutor support will be provided.

**Advanced Apprenticeship:** To gain this qualification you are expected to complete 4 mandatory units and 5 units from the following optional units:

Mandatory units:

- Creatively cut hair using a combination of techniques
- Promote additional services or products
- Provide hairdressing consultation services
- Monitor procedure to safely control work operations

Option 1:

- Colour hair using a variety of techniques
- Provide colour correction
- Creatively dress long hair
- Creatively style and dress hair
- Create a variety of perm effects
- Develop and enhance your creative hairdressing skills

Option 2:

- Contribute to the financial effectiveness of the business
- Contribute to the planning and implementation of promotional activities
- Support client services improvement

## How will I be assessed?

Candidates are assessed during practical sessions in the workplace, portfolio and exam. Evidence will be shown in the form of an e-portfolio. Assessment will be continuous and students are required to demonstrate competency using a variety of tasks.

## What are the entry requirements?

**Apprenticeship:** No formal qualifications, although a good level of computer skills and three GCSEs or equivalent at grade C or above are desirable, together with a genuine interest in the hairdressing industry. Applicants must be employed in a hairdressing salon. All applicants will be interviewed to judge their suitability for enrolment on to the programme and will be expected to carry out a diagnostic test before enrolment.

### **Apprenticeship (Combined Hair Types):**

This diploma is suitable for people who work as an assistant in a hair salon and are looking to accredit their skills and knowledge, or have completed an NVQ Level 1 qualification.

No formal qualifications are required, although a good level of computer skills and three GCSEs or equivalent at grade C or above are desirable, together with a genuine interest in the hairdressing industry and successful interview.

**Advanced Apprenticeship:** NVQ Level 2 qualification or equivalent, preferably with some experience as a stylist, successful interview and a satisfactory reference. Good IT skills are essential as is access to a computer and the internet from home.

### **Duration?**

Up to two years depending on ability - one day a week at College, a minimum of three days employed in a hairdressing salon.

### **What comes next?**

**Apprenticeship:** Advanced Apprenticeship, Junior Receptionist, Junior Hairdresser.

**Apprenticeship (Combined Hair Types):** Advanced Apprenticeship in Hairdressing and Combined Hair Types.

**Advanced Apprenticeship:** Level 4 qualification, specialist hairstylist at home and abroad, educator for manufacturers, assessor or lecturer, specialist within the industry.

### **Additional Information**

For further information, including details of how to apply please contact:

Kingston Employer Services on 020 8268 2861 or email [KES@kingston-college.ac.uk](mailto:KES@kingston-college.ac.uk)



# Apprenticeship and Advanced Apprenticeship in Health and Social Care



## What will I study?

These qualifications develop the knowledge and skills of those who wish to work with adults in Health and Social Care settings in England or those wishing to progress to a senior role in this sector. Mandatory units include:

- Promoting communication
- Promoting equality and inclusion in children and young people's settings
- Engaging in personal development
- Principles for implementing duty of care
- Principles of safeguarding and protection in health and social care
- The role of the health and social care worker
- Person centred approaches in health and social care
- Promote and implement health and safety in health and social care
- Promote good practice in handling information
- Dementia and learning disability pathways
- Optional units will be chosen to make the qualification up to 46 credits for the Level 2 Diploma and 58 credits for the Level 3 Diploma

## How will I be assessed?

You will be allocated an assessor who will visit you in the workplace to aid your progress and set you tasks to complete. When you are ready to be assessed, your assessor will come and assess you in your workplace. You will need to attend training to take part in some group activities and sessions which cannot be conducted on a one-to-one basis.

## What are the entry requirements?

**Apprenticeship:** There are no formal entry requirements, although applicants should have a good understanding of English. Experience within a health and social care setting is desirable. Applicants will need to be working in a practical placement

for 16 hours per week or more, with a contract of employment. Learners will need to show competence in both theory and practice. You will normally have one of the following in addition to a satisfactory reference: a pass on the Level 1 BTEC Diploma in Health and Social Care or 4 GCSEs at grade D or above or the satisfactory completion of a diagnostic assessment. (Please note, it is a requirement of Adult Apprenticeships that applicants must not have a degree of any kind.)

**Advanced Apprenticeship:** Applicants will need to be at least 16 years of age and also working in a practical placement for 16 hours per week or more and have a contract of employment. Learners will need to show competence in both theory and practice. You will normally have at least one of the following in addition to a satisfactory reference: a pass on the Level 2 BTEC Diploma in Health and Social Care or 4 GCSEs at grade C or the satisfactory completion of a diagnostic assessment. (Please note, it is a requirement of Adult Apprenticeships that applicants must not have a degree of any kind.)

## Duration?

**Apprenticeship:** One year, part time

**Advanced Apprenticeship:** Two years, part time

## What comes next?

Apprenticeship candidates can progress to the Advanced Apprenticeship. Advanced Apprenticeship candidates may be able to progress to Level 5 in Leadership for Health and Social Care.

## Additional Information

For further information, including details of how to apply please contact:

The Faculty of Arts, Care and Engineering on 020 8268 3031 or [ace.office@kingston-college.ac.uk](mailto:ace.office@kingston-college.ac.uk)

# Apprenticeship for IT Users

## What will I study?

This qualification develops the knowledge and skills of all those who wish to work with IT systems and software in a non-technical capacity. It will have a minimum credit value of 38 credits.

You will:

- Become competent in the use of the particular systems and software required in your job role
- Develop skills to enhance your personal and team effectiveness through the use of IT
- Gain an insight into the wider use of IT across your organisation

Mandatory units include:

- Improve productivity using IT
- Understand the potential of IT
- Develop personal and team effectiveness using IT

Optional units include:

- Word Processing software
- Spreadsheet software
- Presentation software
- Desk Top Publishing software
- Website software
- Database software

## How will I be assessed?

You will be allocated an assessor who will visit you in the workplace to action plan your progress and set you tasks to complete. You will need to attend College to take part in taught sessions which cannot be conducted on a one-to-one basis although you will be expected to complete assignments independently.



## What are the entry requirements?

Applicants will need to be 16-18 years of age and working in a role which requires use of IT systems such as office support, sales and marketing assistant or office administration. It is expected that applicants have a minimum level of Maths and English.

## Duration?

This course is part time and runs over one year. Classes will be held once a week for the majority of the day although you will be expected to undertake some independent study.

## What comes next?

Advanced Apprenticeship for IT Users.

## Additional Information

For further information, including details of how to apply please contact:

The Faculty of Humanities, Business and Science on 020 8268 2802 or email [hbas.office@kingston-college.ac.uk](mailto:hbas.office@kingston-college.ac.uk).

# Apprenticeship and Advanced Apprenticeship in Motor Vehicle Maintenance, Service and Repair



## What will I study?

### Apprenticeship:

- Apprentice Induction: General Requirements & Employment Rights and Responsibilities
- Functional Skills: (English, Maths & ICT) at Level 1
- VRQ: (Technical Certificate) Health and Safety, Technology & workshop tasks
- NVQ/VCQ at Level 2: Practical tasks at work. (Job Cards) Changing & Rectifying Faults

### Advanced Apprenticeship:

- Apprentice Induction: General Requirements & Employment Rights and Responsibilities
- Functional Skills: (English & Maths) at Level 2
- VRQ: (Technical Certificate) Health and Safety, Technology & workshop tasks
- NVQ/VCQ at Level 3: Practical tasks at work. (Job Cards) Diagnosing & Rectifying Faults.

## How will I be assessed?

Candidates are assessed during practical 'on the job' or simulated situations, evidence of which must be shown in the form of a portfolio. Assessment will be continuous and students are required to demonstrate competency in a variety of tasks. Functional Skills will be assessed by examination and VRQ by online multiple choice examinations.

## What are the entry requirements?

**Apprenticeship:** GCSE grade D in Mathematics and English Language plus two other GCSEs at grade E or IMI Level 1 Diploma in Vehicle Maintenance and Repair with Functional Skills Level 1 English and Maths or BTEC First Certificate/Diploma with Level 1 English and Maths. Satisfactory references and a good attendance record are also required. **All applicants must be employed within the motor trade.**

**Advanced Apprenticeship:** Four GCSEs grade C including Mathematics, Science and English Language together with time served in the Motor Industry or completion of an Apprenticeship in Motor Vehicle Maintenance, Service and Repair Level 2. **All applicants must be employed within the motor trade.**

## Duration?

**Apprenticeship:** Up to two years, depending on student's ability. One day a week at College, three days minimum per week employed in the motor trade.

**Advanced Apprenticeship:** Up to two years depending on student's ability after completion of Level 2: three to four years with no previous NVQ/VCQ-VRQ experience. One day a week at College, and three days minimum per week employed in the motor trade.

## What comes next?

**Apprenticeship:** Advanced Apprenticeship (Level 3) providing suitable employment is available. Employment as a motor mechanic.

**Advanced Apprenticeship:** Specialist Motor Vehicle courses or employment as a motor mechanic.

## Additional information

The Skills Funding Agency support the scheme. Additional costs for equipment and training will be given at advice and guidance sessions. It is a requirement that apprentices are employed in order to participate in the scheme.

For further information please contact the School of Engineering on 020 8268 2914 or e-mail [eng@kingston-college.ac.uk](mailto:eng@kingston-college.ac.uk).

# Apprenticeship in Plumbing and Heating

## What will I study?

*Competence and Knowledge Based Element:* Level 2 NVQ Diploma in Plumbing and Heating

*Functional Skills:* English at Level 2, Maths at Level 2 and ICT at Level 1.

The programme provides the skills and the knowledge required to work under minimal supervision to complete the installation and maintenance of domestic hot water, cold water, sanitation, drainage, rainwater systems, central heating systems and components.

## How will I be assessed?

You will be assessed in the work place to provide evidence of working at a competent level to be able to satisfy the requirements of the NVQ Level 2.

## What are the entry requirements?

An average of grade D in English and Maths GCSE or you will have successfully completed a Level 1 programme. You will be asked to attend an interview to further demonstrate your commitment to the programme.

## Duration?

The duration of study will depend on the ability of the individual apprentice and employer requirements. The apprenticeship is run over a period of 2 years.



## What comes next?

Upon successful completion of the Level 2 Apprenticeship programme you may be eligible to undertake the Advanced Apprenticeship in Domestic Plumbing and Heating.

## Additional Information

For further information, including details of how to apply please contact:

Kingston Employer Services on 0208 268 2861 or email [kes@kingston-college.ac.uk](mailto:kes@kingston-college.ac.uk)

## Apprenticeship in Retail

### What will I study?

This is an Apprenticeship programme which includes:

- Level 2 Diploma in Retail Skills
- Level 2 Certificate in Retail Knowledge (online exam)
- Level 1 Key Skills Application of Number and Level 1 Key Skills Communication

We will ensure that your training fits your personal requirements. Units are delivered through blended learning packages and online support. Candidates will be expected to work independently producing research material, evidence and assignments. Online tutor support will be provided. The programme can be tailored to fit the different types of retail business and job roles.

### What are the entry requirements?

This qualification is suitable for those working as Sales Advisors, Customer Sales Advisors, Visual Merchandisers, Product Experts or similar roles. No formal qualifications are required, although a good level of computer skills and three GCSEs or equivalent at grade C or above are desirable, together with a genuine interest in the retail industry. All applicants will be interviewed to judge their suitability for this programme.



### Duration?

This is a one year programme.

### What comes next?

On completion of the Apprenticeship learners can progress on to the Advanced Apprenticeship in Retail.

### Additional Information

For further information, including details of how to apply please contact:

Kingston Employer Services on 020 8268 2861  
or email [KES@kingston-college.ac.uk](mailto:KES@kingston-college.ac.uk)

## Employers' Quotes...

*"James was probably the best candidate for a long while and I would have no doubt in recommending him for a position."*

**Geoff Pearson**  
**Deutsche Marques Volkswagen Audi**  
**Work Experience May 2010**

*"Richard arrived just at the right time. We were seeking to employ an apprentice and Richard worked so well that we offered him a place."*

**Raphael Meaking**  
**Morden Volkswagen**  
**Work experience May 2010**  
Richard was offered a job at Morden Volkswagen

*"Kingston College was the first choice for Mars. Its key attributes are a broad range of technologies and modern facilities in a friendly working environment. In this atmosphere students excel and enter the full working role with a wealth of knowledge."*

**Matt Adams,**  
**Nougat Area Reliability Engineer,**  
**Mars**

*"The newly formed relationship between Kingston College and John Lewis has already yielded some truly inspiring results. By investing in the development of our Partners as a business we in turn can provide a better service to our customers, giving them advice and recommendations that can be trusted whilst building on our reputation as a retailer of distinction."*

**Tracey Andrews**  
**Manager, Learning and Development**  
**John Lewis**

*"Feedback from the volunteers who undertake the customer service training in partnership with Kingston College shows that it really opens their eyes to individual needs and sensitivities when dealing with issues of concern. The training programme is now being reviewed by other Boroughs as an example of best practice."*

**Inspector Gary Taylor**  
**Metropolitan Police**

*"After a 16 year break we were really excited to have re-started the apprenticeship programme at Kingston and three other local colleges. The drive and enthusiasm shown by our new recruits has helped bring a new energy into the business and we are now looking at taking on a further 140 apprentices this year."*

**Keith Rose**  
**General Manager, Quality and Training**  
**British Airways**

*"Excellent knowledge, attitude, reliability and timekeeping. Daniel was great. And a possible new recruit."*

**Rob Flenley**  
**Joe Macari Performance Cars**  
**Work Experience May 2010**  
Dan was offered a job at Joe Macari

*"Bobby was very good. It is good to see someone so willing to learn."*

**Trevor Guy**  
**Robins And Day Peugeot**  
**Work Experience May 2010**



John Lewis



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