



APPRENTICESHIP GUIDE

Business Administration

Customer Service

Leadership and Management

Engineering Fitter

Machining Technician

Mechatronics Maintenance Technician

Metal Fabricator



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INTRODUCTION

Alliance Learning is one of the North West's largest independent training providers and has been delivering Apprenticeships since 1966, so you can be assured that you are in very safe hands. We understand that deciding what to do after school can be difficult, so we have created this handy guide to help you make the right career choice.

This guide contains information on the different types of Apprenticeships that we offer. With our help, you can kick-start your future career and have the opportunity to excel in your chosen occupation.

An Apprenticeship not only enables you to gain a qualification but also allows you to earn a wage at the same time. For many of our past apprentices, their training and qualifications have enabled them to complete degrees, progress into more senior roles, and in some cases, start their own businesses.

If you would like more information, advice or guidance on any of our Apprenticeships then please call a member of our recruitment team on **01204 677888** or email **info@alliancelearning.com**.

Alternatively, visit our website to find out when our next Apprenticeship Open Evening will be held.



**GOOD LUCK IN
YOUR CHOSEN
CAREER!**



APPRENTICESHIPS

WHAT ARE THEY?

Apprenticeships give you the opportunity to work for a real employer, earn a salary, gain qualifications, obtain valuable skills and experience for the workplace and beyond.

Attitudes to Apprenticeships have changed for the better and they are now recognised as an equal alternative to University. There are plenty of Degree Apprenticeships that you could complete further on in your career.

Our Apprenticeships contain the following components:

Knowledge, Skills and Behaviours:

Over the course of your Apprenticeship, you will develop knowledge, skills and behaviours. These will be gained through a combination of off-the-job training and practical experience in your workplace. This is a key component of the Apprenticeship and you will need to demonstrate that you have all the required knowledge, skills and behaviours to qualify in your chosen Apprenticeship occupation.

Knowledge

This is the information, technical detail and 'know-how' that you need to have and understand to successfully carry out the duties that make up the apprentice's occupation.

Skills

This is the practical application of knowledge needed to successfully undertake the duties that make up the occupation. These are learnt through on and off-the-job training and experience.

Behaviours

Behaviours are mind-sets, attitudes or approaches required for competence, generally across the entire occupation. Whilst these can be innate or instinctive, they can also be learnt, so they are effectively a subset of skills. Examples of some behaviours include teamwork, adaptability, and professionalism.

End Point Assessments

All apprentices must take an independent assessment at the end of their training to confirm that they have achieved occupational competence. Rigorous, robust and independent end- point assessment (EPA) is essential to give employers confidence that apprentices can actually perform in the occupation in which they have been trained and can demonstrate the duties, and knowledge, skills and behaviours (KSBs) set out in the occupational standard. The EPA can take a wide range of forms – it can include assessment methods such as an observation in the workplace, practical and written tests and interviews. It must include a minimum of two distinct assessment methods.

Functional Skills

All apprenticeships include English & Maths and we will provide further development in these work-related skills. You will complete an initial and diagnostic assessment of your English & Maths skills during our induction process, to inform us of areas for development.

If you have already achieved qualifications in English and Maths at Level 2 (A-C) or GCSE'S (4-9), you may be exempt from completing Functional Skills as part of your apprenticeship. If this is the case, your Subject Specialist Tutor will continue to work with you to develop your use of English & Maths in the workplace, so that you can develop these skills to a higher level.

If you haven't already achieved qualifications at Level 2 or above, you will have to complete a Functional Skills qualification alongside your apprenticeship to enable you to complete your EPA.



WHAT ARE THE ENTRY REQUIREMENTS TO DO AN APPRENTICESHIP?

To ensure that an Apprenticeship is the right choice for you will undertake a variety of assessments including English and Maths, along with a detailed discussion with our skilled Subject Specialist Tutors. To identify your starting points, we will assess your prior knowledge that is relevant to the Apprenticeship standard and any previous qualifications you may have. Through discussions with yourself, our Specialist Tutors, and your potential employer, we will develop an individualised learning plan to identify your learning needs and how we will work together with the employer to achieve the Apprenticeship.

How long will I be studying?

An Apprenticeship can take between 1.5 to 4 years to complete, depending on the level and Apprenticeship undertaken.



THE BENEFITS OF DOING AN APPRENTICESHIP

Earn and Learn

If you want to get ahead in your chosen career, you will need to gain high quality skills, but you don't need to sit in a classroom every day to get them.

An Apprenticeship is a real job with training, so you can earn while you learn and gain recognised qualifications as you go. Apprenticeships can be started as soon as you have completed school, aged 16.

Apprentices receive at least the minimum apprenticeship wage and must be school leaving age.

To check out the current wage rates, you can visit the government website or scan the QR code.



Nearly all Apprentices feel that they acquire or **improve their skills** as a direct result of their Apprenticeship

Over 90% of Apprentices currently go into work or further training

Higher Apprentices could earn **£150,000 more** on average over their lifetime compared to those with Level 3 vocational qualifications

89% of Apprentices are satisfied with their Apprenticeship; **97% of Apprentices** said their ability to do the job had improved, and **92% of Apprentices** said their career prospects had improved



WHY CHOOSE Alliance Learning

- We have been delivering Apprenticeships since 1966
- We have high achievement rates across all occupational areas
- We hold the 'Matrix' Accreditation and BS 76005 Code of Practice for Valuing People through Diversity and Inclusion
- We are committed to investing in our facilities and resources to continually enhance learning
- We currently have approximately 350 apprentices in learning every year
- We will work with you to help find a suitable employer in your chosen field
- We deal with some of the largest employers in the North West
- We celebrate every achievement on our social media platforms
- We celebrate learner achievements through annual award evenings
- You will always receive a warm and friendly welcome from staff at Alliance Learning
- You will be eligible to apply for the TOTUM Apprentice discount card and Our Pass bus pass whilst training with us
- Our staff have worked in the occupational areas we deliver for many years and are experts in their field. They are passionate about what they do and work hard to provide an enjoyable learning experience for all
- We are part of the University of Bolton Group, which means you could potentially continue your studies up to degree level
- Each month a learner is awarded as 'Learner of the Month'



COMPANY VALUES

A **CCOUNTABILITY**
WE MAKE RESPONSIBLE DECISIONS BASED ON
PROFESSIONAL STANDARDS

L **EAD**
BY EXAMPLE. WE VALUE ALL AND TREAT EVERYONE WITH
DIGNITY AND RESPECT

L **EARNING**
WE PROMOTE A CULTURE OF LIFELONG LEARNING FOR OUR LEARNERS,
CUSTOMERS AND STAFF

I **NTEGRITY**
WE ACT WITH HONESTY AND INTEGRITY IN EVERYTHING WE DO

A **GILITY**
WE RESPOND QUICKLY WITH OPEN MINDS AND FOCUS

N **URTURE**
WE CARE FOR AND PROTECT ALL OF OUR LEARNERS,
CUSTOMERS AND STAFF TO ACHIEVE POSITIVE OUTCOMES

C **REATIVITY**
WE WILL FIND NEW WAYS OF THINKING, LEARNING AND DOING

E **MPATHY**
WE LISTEN TO THE NEEDS OF OUR STAKEHOLDERS

COMPANY VISION

Our aspiration is to be one of the leading training providers in Greater Manchester: responding to local employer need for education and training swiftly and professionally. This will be balanced with a wider network of commercial developments to meet employer need.

Our focus is on our people and stakeholders. Delivery will be inclusive, innovative and inspiring to ensure all learners and customers reach their full potential and provide a quality return on investment for employers.

MISSION STATEMENT

SUCCESS THROUGH LEARNING



APPRENTICESHIPS WE OFFER



- Business Administration
- Customer Service
- Team Leader/Supervisor
- Operations/Departmental Manager
- Strategic Management & Leadership
- Engineering Fitter
- Machining Technician
- Mechatronics Maintenance Technician
- Metal Fabricator



CUSTOMER SERVICE

LEVEL 2 APPRENTICESHIP STANDARD

Customer Service is the correct route if you want a career in a customer-facing role, either over the phone, over the internet, or face-to-face. The Customer Service Apprenticeship is a vocational, work-based course that allows you to earn while you learn the necessary skills to carry out your duties within the workplace.

A career in customer service can also provide you with great job prospects, with many apprentices progressing into team leader/management roles in the future. If you want to gain a nationally recognised qualification at the same time as gaining valuable work experience in a Customer Service environment, this course is ideal for you.

After completion, you may wish to progress onto one of our Higher Level Apprenticeships in Management. There is also a range of Degree Apprenticeships available that you could potentially progress onto at the University of Bolton.

WHAT THE COURSE INVOLVES:

- Dealing with all aspects of customer service over the phone, in writing and face to face, ensuring that everyone experiences high quality customer service
- Resolving customer problems/complaints
- General administrative duties
- Apprentices must have sound knowledge of their company's key policies and procedures, legislation, regulations and codes of practice relevant to their industry
- Apprentices must have a good, "right first time" attitude, good written and verbal communication
- Apprentices must demonstrate exceptional customer service skills to ensure that their customer has a positive experience

CAREER OPPORTUNITIES:

OFFICE JUNIOR/MANAGER
CUSTOMER SERVICE ASSISTANT
CUSTOMER SERVICE
REPRESENTATIVE RECEPTIONIST
SALES

DURATION:
17 months



BUSINESS ADMINISTRATION

LEVEL 3 APPRENTICESHIP STANDARD

Business Administration is one of the most crucial roles within any organisation, providing the support through day-to-day office tasks to ensure the smooth running of the company. The Business Administration Apprenticeship is a vocational, work-based course which gives you the opportunity to earn while you learn the necessary skills to carry out your duties in the workplace.

A career in business can also provide you with great job prospects, with many apprentices progressing onto team leader/management roles in the future. If you want to gain a nationally recognised qualification at the same time as gaining valuable work experience in a business environment, this course is ideal for you.

After completion, you may wish to progress onto one of our Higher Level Apprenticeship in Management. There is also a range of Degree Apprenticeships available that you could potentially progress onto at the University of Bolton.

WHAT THE COURSE INVOLVES:

- Handling a range of computer and paper- based tasks relating to the administrative aspects of business
- Working efficiently and effectively both on your own and in a team
- Using a range of office equipment and undertaking office duties
- Completing a work-based project
- Working with stakeholders
- Apprentices must have a sound knowledge of the company's key policies and procedures, and the legislation, regulations and codes of practice relevant to the industry
- Apprentices must have good problem solving skills, a positive attitude, strong written and verbal communication skills and be organised and able to work to high standards and deadlines

CAREER OPPORTUNITIES:

ADMINISTRATOR/TEAM LEADER
OFFICE JUNIOR/MANAGER
MARKETING
ACCOUNTS
HR

DURATION:
20 months

BUSINESS ADMIN CASE STUDY



Before starting my Apprenticeship, I was working for M&R Plumbing & Heating as an Office Administrator. Previously, I was working in hospitality, which I enjoyed, but I wanted to find a career path and gain qualifications that I would have for life. I discovered Alliance Learning about 3 months after I started working for M&R. I felt by undertaking an Apprenticeship, I would better my chances to progress in my role and advance within my career aspirations.

My confidence has grown hugely since starting my Apprenticeship. I gained a Distinction in my Level 3 Business Administration Apprenticeship and I am now on target for gaining another Distinction in my Level 5 Operations Departmental Manager Apprenticeship.

Since starting my Administration Apprenticeship, I have gained lots of transferrable skills such as communication and listening. I am now able to communicate with stakeholders at all levels. I can also manage and lead a team effectively and understand that a team needs to feel valued and that sometimes conflicts can happen, and that not all conflicts are bad when managed correctly.

My Management Tutor Anne Eshborn has gone above and beyond, making me realise my potential, and has also recently nominated me for a National Award. My goal is to pass my Level 5 Operations Departmental Manager Apprenticeship with a Distinction and move on to Level 7 Strategic Management & Leadership. I have aspirations of progressing further within my career and enhancing my knowledge further within Business Management. I would love to be able to help other Apprentices advance in their careers, such as possibly becoming an Assessor.

Since starting with Alliance Learning, I have had so much support. I struggled to finish my Apprenticeship during the lockdown but my Administration Tutor Stacie kept in regular contact with me. Her guidance allowed me to get my work done and pass with a Distinction - gaining the highest Alliance Learning score so far for my end-point assessment.

Lindsay Carr
Level 3 Business Administration
Employed by M & R Plumbing



TEAM LEADER / SUPERVISOR

LEVEL 3 APPRENTICESHIP STANDARD

This apprenticeship is aimed at anyone who currently works in a team leading, supervisory or first line manager role and is an ideal progression for people who have done a Level 2 qualification and now have additional responsibilities at work. It has been designed to allow the apprentice to gain the required leadership knowledge and develop the skills and behaviours needed to manage a team effectively.

After completion, you may wish to progress onto one of our Higher Level Apprenticeships in Management. There is also a range of Degree Apprenticeships available that you could potentially progress onto at the University of Bolton.

WHAT THE COURSE INVOLVES:

- Learning about budgets and finances
- Managing your own personal and professional development
- Learning about managing and leading a team to include learning about management theorists
- Learning about stakeholders and building effective relationships with them
- Learning about projects
- Managing a team to achieve results
- Managing daily activities in a team

CAREER OPPORTUNITIES:

TEAM LEADER
FRONT LINE MANAGER
PROJECT OFFICER
JUNIOR MANAGER
SHIFT SUPERVISOR



DURATION:
21 months

OPERATIONS / DEPARTMENTAL MANAGER

LEVEL 5 APPRENTICESHIP STANDARD

This Apprenticeship is aimed at anyone who is relatively new to a departmental management role or who is considering progression to this level of management in the near future. They should have experience in leading a team, perhaps at supervisory or team leader level. They will be expected to be in a position to lead and manage a team, build relationships with internal and external stakeholders, support and manage change and understand basic organisational and management systems in place.

Key responsibilities and award requirements will include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management and coaching and mentoring.

After completion, you may wish to progress onto one of our Higher Level Apprenticeships in Management. There is also a range of Degree Apprenticeships available that you could potentially progress onto at the University of Bolton.

WHAT THE COURSE INVOLVES:

- Completing a work-based project
- Creating and delivering operational plans
- Leading and managing teams
- Managing change
- Financial and resource management
- Managing stakeholder relationships
- Using reflective practice to inform personal and professional development

CAREER OPPORTUNITIES:

OPERATIONS MANAGER

REGIONAL MANAGER

DIVISIONAL MANAGER



DURATION:
30 months

STRATEGIC MANAGEMENT AND LEADERSHIP

LEVEL 7 APPRENTICESHIP STANDARD

This course is designed for individuals wishing to further develop their professional management and leadership practice at the senior manager level in small, medium or large businesses and corporations.

Key responsibilities and award requirements will include shaping organisational mission, culture and values, new market strategies, business modelling, competitive strategies, including horizon scanning perspectives and the use of big data and insight to implement and manage change, financial strategies and building agile and collaborative cultures.

On completion of this apprenticeship, you may wish to progress onto the top up master's degree in management.

WHAT THE COURSE INVOLVES:

- Strategic Narrative
- Leadership Theories & Styles
- Effective Communication
- Stakeholder Management
- Critical Thinking and Decision Making
- Authority, Responsibility & Accountability
- Corporate Social Responsibility
- Equality, Diversity and Inclusion
- Organisational Structure
- Organisational Culture



CAREER OPPORTUNITIES:

FINANCE EXECUTIVE

CHIEF EXECUTIVE

HR EXECUTIVE

DIRECTOR

DURATION:
30 months



METAL FABRICATOR

LEVEL 3 APPRENTICESHIP STANDARD

The Metal Fabricator occupation is found in the advanced manufacturing engineering and engineering construction sectors. The broad purpose of the occupation is to carry out metal fabrication work using things such as rolled steel joists, columns, channels, steel plate and metal sheet etc. Work includes manufacturing bridges, oil rigs, ships, petro-chemical installations, cranes, platforms, aircraft, automotive and machinery parts, sheet metal enclosures, equipment supports, and anything that can be fabricated out of metal. Fabricators can work alone or in teams, in factories or on operational sites.

After completion, you may wish to progress onto a Higher Level Apprenticeship such as Higher National Certificate in Engineering, Higher National Diploma in Engineering or an Engineering Degree.

WHAT THE COURSE INVOLVES:

- MIG, TIG and MMA welding
- Advanced Maths for Engineers
- Health and Safety in an Engineering Environment
- Producing Metal Fabrications
- Pattern Development
- Welding Principles
- Producing Plate Fabrications
- Fabrication and Welding Principles



CAREER OPPORTUNITIES:

FABRICATOR

PLATER

SHEET METAL WORKER

DURATION:
48 months

ENGINEERING FITTER

LEVEL 3 APPRENTICESHIP STANDARD

Fitters may typically have a mechanical, electrical, electronic, control systems, pipe fitting or instrumentation bias. To produce or refurbish the components fitters will interpret drawings/specifications and plan their work, for example ensuring they have the right tools, equipment and resources to complete the task to the required specification. Fitters are required to check their work against quality standards and make adjustments as required based on their knowledge. On completion of the task a fitter will hand over the product and prepare the work area for the next task by checking equipment meets the standards required to operate.

After completion, you may wish to progress onto a Higher Level Apprenticeship such as Higher National Certificate in Engineering, Higher National Diploma in Engineering or an Engineering Degree.

WHAT THE COURSE INVOLVES:

- Advanced Maths for Engineers
- CAD Design
- Engineering Projects
- Engineering Maintenance Procedures and Techniques
- Electrical and Electronic Principles in Engineering
- Health and Safety in an Engineering Environment
- Properties and Applications of Engineering Materials

CAREER OPPORTUNITIES:

CONTROLS AND SYSTEMS FITTER

ELECTRICAL FITTER

ELECTRONIC FITTER

INSTRUMENTATION FITTER

MECHANICAL FITTER

PIPE FITTER

DURATION:
48 months

MECHATRONICS MAINTENANCE TECHNICIAN

LEVEL 3 APPRENTICESHIP STANDARD

Mechatronics Maintenance Technicians ensure that plant and equipment perform to the required standard to facilitate production targets regarding Safety, Quality, Delivery and Cost within High Value Manufacturing environments. Typically the work would cover a broad range of activities include installation, testing, fault finding and the on-going planned maintenance of complex automated equipment. This requires the application of a complex blend of skills, knowledge and occupational behaviours across the electrical, electronic, mechanical, fluid power and control systems disciplines.

After completion, you may wish to progress onto a Higher Level Apprenticeship such as Higher National Certificate in Engineering, Higher National Diploma in Engineering or an Engineering Degree.

WHAT THE COURSE INVOLVES:

- Advanced Maths for Engineers
- Maintaining Electrical equipment and systems
- Assembling Fluid Power
- Maintaining Electrical Equipment
- Electrical and Electronic Principles in Engineering
- Fluid Power Systems
- Properties and Applications of Engineering Materials
- Maintenance of mechanical systems
- Health and safety in an Engineering Environment



CAREER OPPORTUNITIES:

MECHANICAL TECHNICIAN

ELECTRICAL TECHNICIAN

FLUID POWER TECHNICIAN

MULTI-SKILLED ENGINEER

DURATION:
48 months



MACHINING TECHNICIAN

LEVEL 3 APPRENTICESHIP STANDARD

Machinists in the Advanced Manufacturing Engineering sector are predominantly involved in highly skilled, complex and precision work, machining components from specialist materials using conventional and/or CNC machine tools such as centre lathes, vertical and horizontal milling machines, horizontal and cylindrical grinding machines, electro discharge machines, single and multi-axis CNC machine tools centres. They will be expected to be able set up, operate and adjust/edit equipment settings as applicable to the machine tool being used. When using CNC equipment, they will be expected to be able to produce, prove and/or edit programmes. During and on completion of the machining operations they will be expected to measure and check the components being produced and make adjustments to the equipment/programme to ensure components meet the required specification.

After completion, you may wish to progress onto a Higher Level Apprenticeship such as Higher National Certificate in Engineering, Higher National Diploma in Engineering or an Engineering Degree.

WHAT THE COURSE INVOLVES:

- Health and Safety in an Engineering Environment
- Preparing Lathes and turning operations
- Producing hand fitting techniques
- Preparing and proving CNC Machine Tool programs
- Preparing and using milling machines
- Engineering drawings using CAD systems

CAREER OPPORTUNITIES:

**MECHANICAL PRODUCTION
ENGINEER**
CNC OPERATOR
DESIGN ENGINEER
MAINTENANCE ENGINEER
SERVICE ENGINEER
TOOL MAKER

DURATION:
48 months

ENGINEERING CASE STUDY



I chose the Apprenticeship route, after trying out two different pathways at college. I just felt the College route wasn't for me and wanted to gain work experience - as well as a qualification at the same time - an Apprenticeship gave me the ability to do this.

I am currently employed by Pure Fabs Limited, who manufactures and supplies a complete range of ventilation ductwork and ancillaries to HVAC / BESA ductwork installers throughout the UK.

My Apprenticeship has hugely impacted me personally, as it has given me more self-belief and a huge amount of confidence both in and out of work. When I started at Pure Fabs four years ago, I was shy and lacked confidence, but the team at Pure Fabs and my Tutor at Alliance Learning, pushed me to be the best I can be. Having first-hand experience of the Apprenticeship route, I now mentor the new apprentices in the workshop to ensure they feel supported and guided within their role as I did.

My confidence outside of work has grown too, as I am not as quiet or shy anymore. I feel more able to do things like DIY, having learnt how to use hand tools during my Apprenticeship. I approach tasks with confidence and perseverance. This is all a result of my Apprenticeship with both Alliance Learning and Pure Fabs.

I recently won the Fabrication and Welding Apprentice of the year at the Alliance Learning Awards and this was one of my biggest achievements. This gave me more motivation and self-belief to push myself even further. In the future, I would like to progress at Pure Fabs into a Team Supervisor or Shop Floor Assistant.

I feel my dedication, commitment, and willingness to progress has been proven throughout my Apprenticeship. I continue to work towards the Pure Fabs company values and remain dedicated to them as an employee.

Alliance Learning is a very helpful place and gives you good guidance through your Apprenticeship.

Nathan Hunt
Level 3 Fabrication & Welding
Employed by Pure Fabs Ltd

OUR FACILITIES

We continue to invest in our facilities each year to ensure we can provide the highest quality environment for all our learners.

- Fully equipped training and computer rooms
- Specialist fabrication and welding training centre. Specialist mechanical and electrical engineering training centres
- Specialised tutors and assessors with industry experience, who will guide you through your Apprenticeship
- Student Services – dedicated members of staff are available to offer information, advice and guidance on a wide range of issues. If we can't help you we will direct you to someone who can, whether that be another organisation or individual
- Safeguarding team
- Free Wi-Fi
- OneFile ePortfolio
- Disabled facilities
- Toilet for All
- Free Car Parking with allocated spaces to also store a motorbike/scooter or bicycle
- Multi-faith room
- Shower room
- On-site canteen



PARTNERSHIPS

Here are just some of the many organisations
Alliance Learning Apprentices work in partnership with.



WHAT DO OUR APPRENTICES SAY ABOUT US?

"I have always wanted to undertake an Apprenticeship, because my Dad is an Engineer and I wanted to follow in his footsteps. I am very much a hands-on learner and it struck me that I can learn and have a wage at the same time with an Apprenticeship. My Dad and his Dad are both past Apprentices, so I would like to continue that legacy and follow in their footsteps.

I have learnt so much already in work and at Alliance Learning, which I've been able to apply into industry such as wiring and testing, which has taught me to wire in a fan motor on an air compressor. I've also expanded my knowledge on the following areas: Health & Safety, maintenance skills on machines and wiring diagrams.

So far, my experiences of Alliance Learning are good. I am enjoying the Apprenticeship and it has really lived up to my expectations. I would definitely recommend Alliance Learning to other people looking to undertake an Apprenticeship."

Matthew Yates Level 3 Mechatronics
Employed by AFS Limited



"I decided to undertake an Apprenticeship, so I could continue to learn and gain some hands-on experience whilst having a full-time job. Before I started my Apprenticeship, I was working part-time and spending the rest of the week at College.

I have recently passed my Level 2 Customer Service Practitioner Apprenticeship and achieved a distinction. I'm really happy with the outcome from doing an Apprenticeship with Alliance Learning. I feel like it has benefitted me, as I now feel more confident talking to customers and can offer a better customer service experience."

Jessica Duggan Level 2 Customer Service Practitioner
Employed by Transform Staircases

"Before my Apprenticeship I went to University, however I decided to apply for an Apprenticeship because I knew I could further my skills and gain qualifications that would advance me in my chosen career path.

I have now completed my Level 3 Business Administrator Apprenticeship with Alliance Learning and I have also gained my Health & Safety Certificate. In the future, I want to use the skills I have picked up during my time as an Apprentice to progress through the business to management level and hopefully run my own team.

I have had the best learning experience at Alliance Learning. I attended another Apprenticeship provider before Alliance Learning and there is no comparison with Alliance Learning. The staff are friendly, supportive, and just great overall with handling any situations. Ravi Lad, my Subject Specialist Tutor, has been excellent in helping me with any problems or questions I have had every step of the way!"

Charlotte Glover Level 3 Business Administration
Employed by Style Partitions

PARENTS, GUARDIANS & CARERS

If you are a parent, guardian or carer of an Apprentice at Alliance Learning we have put together some information that we hope you will find useful.

WHAT CAN YOU EXPECT FROM US?

Alliance Learning has been training Apprentices for over 50 years. With all our years of experience and knowledge you can trust us to provide a safe, friendly and caring environment that promotes quality learning. Here at Alliance Learning we are committed to ensuring all learners are provided with effective learning in order to meet 'The Education Inspection Framework' set by Ofsted.

Some of these include:

- Engagement with you as parents/carers/guardians to help you understand how your young person is learning and progressing
- Our delivery staff have high expectations and are committed to helping your young person to achieve, by delivering 'outstanding' teaching, learning and assessment to meet their individual needs
- Safeguarding all learners and ensuring they are aware of how to keep safe



ATTENDANCE, PUNCTUALITY AND CONDUCT

We expect excellent attendance and punctuality from all our learners, so that they can reach their full potential. Your support in this area is fully appreciated.

CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE

Throughout your young person's time at Alliance Learning they will receive the support and advice to enable them to achieve their qualification as well as guidance on future career development.

EQUALITY, DIVERSITY AND INCLUSION

We will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex and sexual orientation. We are committed to ensuring all staff and learners follow this procedure.

HEALTH AND SAFETY

Your young person's safety is paramount. Alliance Learning has an on-site dedicated health and safety officer ensuring all policies and procedures are in place and followed in line with all relevant regulations and legislation.

SAFEGUARDING AND PREVENT

We also have a dedicated safeguarding team who can support your young person and Alliance Learning employees.

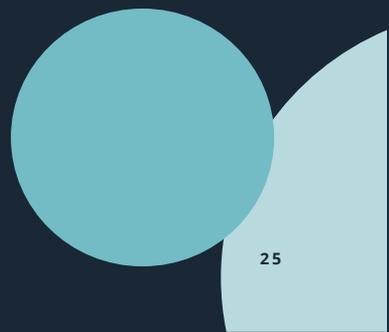
ON-SITE SECURITY

CCTV is in operation across the site for the safety of your young person. All staff, learners and visitors are required to always wear identification badges.

BRITISH VALUES

We proudly support British values which include:

- The Rule of Law
- Democracy
- Respect and Tolerance
- Individual Liberty



ADDITIONAL LEARNING SUPPORT

If your young person has any additional learning support needs, please make sure that you notify our Recruitment Team so they can record this on their enrolment form.

You have the choice to decide if you need any extra support. If you do need extra support, there are several things that may help.

An adjustment of the delivery and/or assessment of your qualification to alleviate the effects of a substantial disadvantage.

What can be done?

- Change standard procedures, such as delivery procedures
- Adapting the programme, modifying teaching delivery
- Adapting facilities, such as IT equipment
- Providing additional services, such as a sign language interpreter or learning materials in alternative formats
- Training staff to understand your responsibilities
- Altering the physical environment to make it more accessible

An Individualised Learning Plan will be put into place to support your young person.



HELPFUL CONTACTS

Below is a list of useful contact numbers and websites to help you access a range of advice and support services.

HEALTH

- FRANK - National Alcohol & Drugs Helpline
0800 776 600 www.talktofrank.com
- Bolton Centre Sexual Health Service
01204 310771
- YoungMinds - Supporting you and your Mental Health
www.youngminds.co.uk
- Be Kind to Your Mind
www.bekindtoyourmind.co.uk
- Achieve Bolton - Alcohol, Drugs and Substance Misuse
01204 483090
- NHS Smoking Helpline
0300 123 1044
- NHS 111 - Online Medical Support
www.111.nhs.uk
- NSPCC (Child Protection Helpline)
0808 800 5000
- Leaving Care (Social Services)
01204 337376
- Childline
0800 1111
- Samaritans
116 123
- Kooth and Qwell
www.kooth.com www.qwell.io/
- Papyrus
www.papyrus-uk.org 0800 068 4141

HOUSING

- Bolton Council Housing Advice Service
01204 335900
www.homesforbolton.gov.uk
- Base (Housing) 07401 111 113
- Backup North West
01204 520183
www.backup-charity.org.uk
- Stepping Stone Projects
01706 353 000

MONEY

- HOOT (Bolton Credit's Union)
01204 365024
www.wisewithmoney.org.uk
- Money Skills Service
01204 332916
www.boltonmoneyskills.org.uk

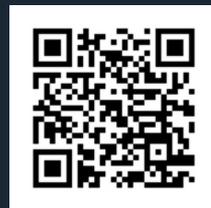
OTHER SERVICES

- Connexions
0800 052 5559
- Youth Offending Team
01204 331263



HOW DO I APPLY FOR AN APPRENTICESHIP?

You can apply for one of our Apprenticeships online by visiting our website at www.alliancelearning.com or scan the QR code.



Alternatively, you can speak to a member of our team and request a paper-based application form. If you would like support with our application form, please call a member of the team on **01204 677888**.

WHAT HAPPENS NEXT?

On receipt of your application, you will be invited to one of our Careers Education, Information, Advice and Guidance sessions. These sessions are designed to tell you more about the Apprenticeship process, provide advice on writing or improving your CV, prepare you for interviews and inform you about the Apprenticeship opportunities that are available. During the session, you will also complete a Maths and English assessment. These are just a series of questions to help us understand what level you are working at. You will also complete a learning style assessment which can help identify any additional learning needs you may require.

OUR OPEN EVENTS

We run an annual Apprenticeship Open Evening, during National Apprenticeship Week. Attending the event is a great way for you to get to know more about Alliance Learning and the Apprenticeships we offer. As well as having a tour of our facilities, there will also be several employers in attendance.

To find out more when our next Open Evening is scheduled visit:

www.alliancelearning.com

or call and ask a member of our team on

01204 677888.

SCHOOL AND COMMUNITY ENGAGEMENT

We have a dedicated School & Community Engagement Advisor, who spreads the word about Apprenticeships within schools around the Greater Manchester and Lancashire areas.

Our team attends events on a daily basis, from career fairs to option evenings to having an stand, our dedicated team are on hand to inform the wider community about the benefits of Apprenticeships.

Throughout the academic year we attend over 100 school and community events. If you see Alliance Learning at an event come over and say hi and we will be happy to answer all your questions about Apprenticeships.

Our School & Community Engagement Advisor can be contacted via email info@alliancelearning.com or phone **01204 677888**.



COMMERCIAL TRAINING COURSES

As well as being a leading provider of Apprenticeships in the North West, we are also one of the largest training providers in the North West with over 50 years in the training industry.

Our training is usually delivered at our site in Horwich, Bolton, but we can also deliver on-site training throughout the North West and UK. All of our courses are designed to develop the skills required for employees to meet legal requirements whilst also increasing your company's productivity.

Our commercial training courses run regularly throughout the year. We work across a broad range of sectors and our courses include:

- Construction
- Engineering Skills
- First Aid
- Health & Safety
- Management
- Mental Health
- NVQs
- Forklift Truck



For a complete list of our upcoming dates and prices, please visit our website to download our Course Schedule, or call our sales team on 01204 677811.

HOW TO FIND US

DIRECTIONS

- Exit the M61 at Junction 6 and travel down the A6027 towards Bolton North / Horwich
- Pass the University of Bolton Stadium and at the large roundabout take the 1st exit onto A673 Chorley New Road and continue for about 1 mile
- The Horwich Business Park is on the left next to the Fire Station and War Memorial
- Alliance Learning is the first building on the right

CONTACT DETAILS

Alliance Learning
The Hurst Building
Horwich Business Park
Chorley New Road
Horwich
Bolton BL6 5UE

Phone: 01204 696744

Email: info@alliancelearning.com

Web: www.alliancelearning.com





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