

# SUCCESS THROUGH LEARNING

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**BUSINESS HANDBOOK**



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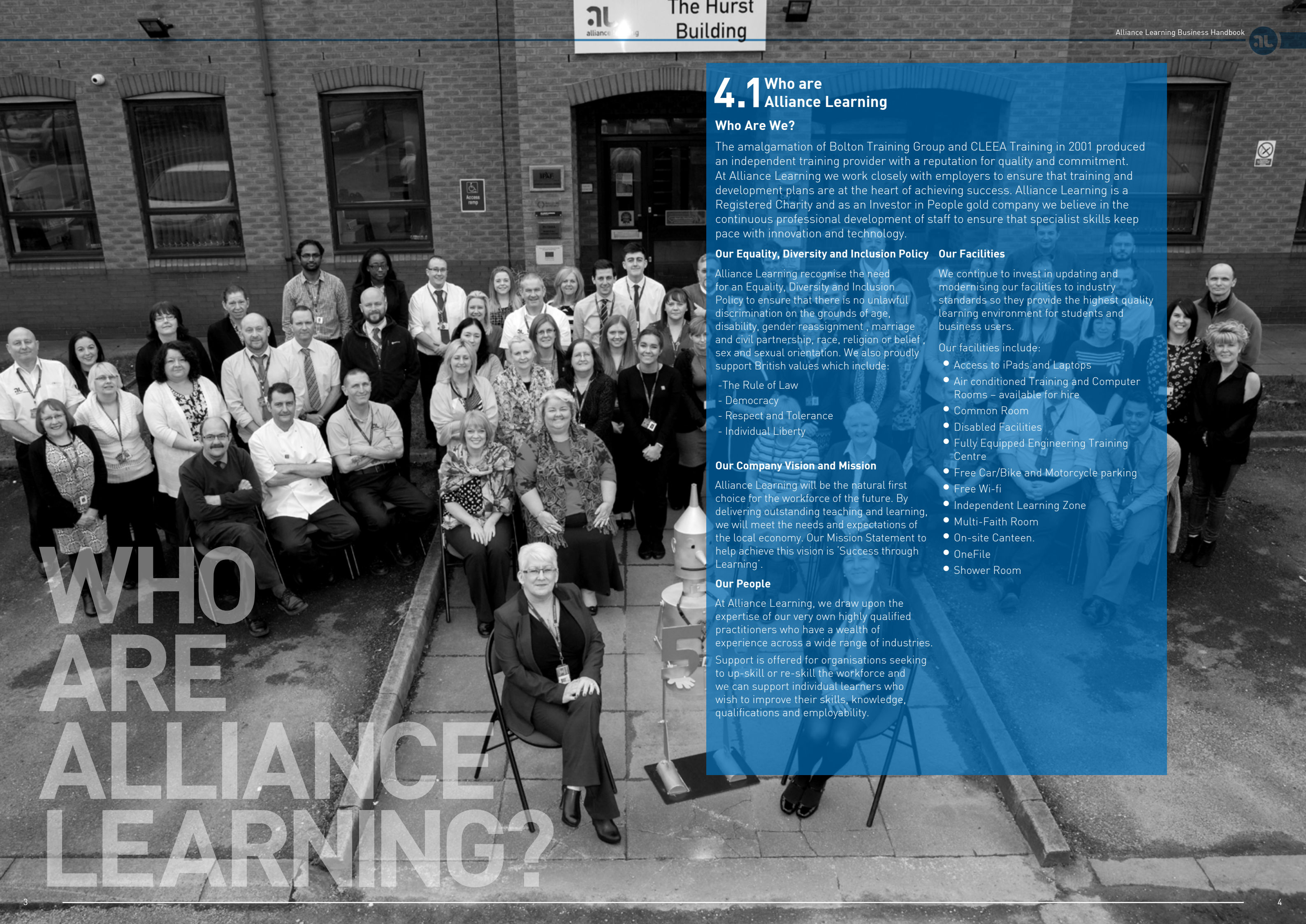
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# WHO ARE ALLIANCE LEARNING?

## 4.1 Who are Alliance Learning

### Who Are We?

The amalgamation of Bolton Training Group and CLEEA Training in 2001 produced an independent training provider with a reputation for quality and commitment. At Alliance Learning we work closely with employers to ensure that training and development plans are at the heart of achieving success. Alliance Learning is a Registered Charity and as an Investor in People gold company we believe in the continuous professional development of staff to ensure that specialist skills keep pace with innovation and technology.

### Our Equality, Diversity and Inclusion Policy

Alliance Learning recognise the need for an Equality, Diversity and Inclusion Policy to ensure that there is no unlawful discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex and sexual orientation. We also proudly support British values which include:

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

### Our Company Vision and Mission

Alliance Learning will be the natural first choice for the workforce of the future. By delivering outstanding teaching and learning, we will meet the needs and expectations of the local economy. Our Mission Statement to help achieve this vision is 'Success through Learning'.

### Our People

At Alliance Learning, we draw upon the expertise of our very own highly qualified practitioners who have a wealth of experience across a wide range of industries. Support is offered for organisations seeking to up-skill or re-skill the workforce and we can support individual learners who wish to improve their skills, knowledge, qualifications and employability.

### Our Facilities

We continue to invest in updating and modernising our facilities to industry standards so they provide the highest quality learning environment for students and business users.

Our facilities include:

- Access to iPads and Laptops
- Air conditioned Training and Computer Rooms – available for hire
- Common Room
- Disabled Facilities
- Fully Equipped Engineering Training Centre
- Free Car/Bike and Motorcycle parking
- Free Wi-fi
- Independent Learning Zone
- Multi-Faith Room
- On-site Canteen.
- OneFile
- Shower Room



## Apprenticeships

Apprenticeships are work-based training programmes that can be used to train both existing employees and new members of staff and allow them to gain nationally recognised qualifications.

Most of the training takes place on the job in the workplace but there may also be a requirement for the apprentice to attend off-site training at Alliance Learning.

Training can be tailored to meet your specific business needs, allowing you to develop your employees so they have relevant skills to help your business to keep up to date with the latest technologies and working practices.

Most apprenticeships have up to five parts to them. These include:

### 1. NVQ or Diploma at Level 2, 3 or 4

The NVQ or Diploma is assessed in the workplace by carrying out coaching, observations, discussions and producing evidence to prove you are working to a high level within your job role.

### 2. Technical Certificate

The Technical Certificate will provide apprentices with the required underpinning knowledge and understanding to successfully demonstrate understanding within a range of common work roles.

### 3. Functional Skills in English, Maths and ICT

These equip apprentices with the basic skills required in everyday life, education and in the workplace.

### 4. Employment Rights and Responsibilities (ERR)

This covers vital legislation such as Health and Safety, Data Protection, Discrimination, rights and responsibilities at work and other key policies and procedures.

### 5. PLTS (Personal Learning and Thinking Skills)

There are 6 PLTS which describe the qualities and skills needed for success in learning and life, these cover:

Independent enquirers  
Creative thinkers  
Reflective learners  
Team workers  
Self-managers  
Effective participators

## Aptus Utilities - Case Study

Alliance Learning have proved consistently adept at identifying ideal business administration apprentices for Aptus Utilities and have become our learning provider of choice. We have used them since the launch of our business in 2010, and have found the apprentices to be enthusiastic and capable additions to our team. In six years we have had more than 10 apprentices through Alliance Learning, who have met the high standards we require in our niche market of multi utility connections. A number have gone on to specialise in key areas and are helping to shape the business for the future. As we grow we will continue to look to Alliance Learning to supply people for our business administration apprenticeships to carry on the excellent work.

Natasha Clarke, Support Services Director

**An Apprenticeship is a job with an accompanying skills development programme designed by employers within the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context.**

National Apprenticeship Service

## 6.1 How Could An Apprentice help my business?

### Reduce recruitment and training costs

Training is often more cost effective than hiring pre-skilled staff.

### Avoid skills shortages

The training can be tailored to help you to develop people with the specialist skills that your business needs for future development.

### Motivated and loyal workers

Apprentices are eager, motivated, hard-working and loyal to the company that invest in them. An apprentice is working for your company because they have chosen this route into employment and are committed to learning on the job.

### Increased Productivity

Apprentices often bring new ideas which can, in turn, help improve productivity and efficiency within an organisation.

## 6.2 How much does it cost?

Apprenticeships are funded by the government, however an employee contribution will be required depending on the age and occupational area of the apprentice.

## 6.3 What are my responsibilities as an employer?

When hiring an apprentice you must:

- Provide a robust induction to the company and the job role
- Pay at least the National Minimum Wage for Apprentices (currently £3.50 per hour - April 2017)
- Provide in-house training to complement the Apprenticeship
- Mentor the apprentice to provide support through the training
- Provide a safe working environment
- Allow apprentices to attend off the job training where necessary
- Commit to supporting the apprentice to complete all aspects of the qualification

## 6.4 Apprenticeship Funding Reforms

In May 2017 the way the government funds Apprenticeships in England is changing. Some employers will be required to contribute to a new Apprenticeship levy, and there will be changes to the funding for Apprenticeship training for all employers. The levy requires all employers operating in the UK, with a pay bill over £3 million each year, to invest in Apprenticeships. It will be paid at a rate of 0.5% of an employer's wage bill, and will be paid through Pay As You Earn (PAYE) from April 2017.

**Here is 10 things you need to know about the Funding Reforms:**

1. If you have a wage bill in excess of £3million per annum you will need to pay the Levy
2. The levy will be charged at a rate of 0.5% of your annual pay bill
3. There is a £15,000 allowance and your contribution will be held in a digital account
4. All funds will be topped up by 10% through a government contribution
5. You have 24 months to spend money in your digital account
6. If you don't pay the Levy the Government will pay 90% of the cost of an Apprenticeship, you must pay 10% cash contribution
7. If you are a small employer with under 50 staff, the Government will pay 100% of the training costs for a 16-18 year old apprentice
8. Although this is designed as an employer led system, employers are required to pay the training provider 10% for the delivery of Apprenticeships
9. Employers who don't pay the levy will not be required to purchase Apprenticeships through a digital account until 2018
10. Employers must allow the apprentice 20% time away from their job for Off-the-job training. This is 20% of the apprentice's contracted employment hours across the whole Apprenticeship



**I'm interested...what do I do next?**

Call our recruitment team on  
**01204 696 744**  
or email [info@alliancelearning.com](mailto:info@alliancelearning.com)

## The Facts

- 2.4 million apprenticeships were started in England during the last Parliament.
- So far 624,000 apprenticeship starts have been reported since May 2015.
- The government invested £1,559,771 in Apprenticeships during the 2014/15 academic year; and are doubling the annual level of spending on apprenticeships between 2010-11 and 2019-20 in cash terms to £2.5bn.
- Apprenticeship participation increased to 899,400 in the 2015/16 academic year, up 3.2% on 2014/15 and the highest number on record.
- Apprenticeships are available in over 1,500 job roles, covering more than 170 industries.
- Up to 28,000 quality apprenticeship vacancies are available online at any one time.

**87%**

of employers say they are satisfied with the apprenticeship programme that they currently operate.

**75%**

of employers report that apprenticeships improved the quality of their product or service.



## Craig's Story

Craig, aged 22, found himself unemployed for around 2 years after completing his Level 1 ICT course through his local college. As a result of this, he started feeling down and wanted to change his life for the better.

Craig was an extremely motivated individual but just needed the right opportunity to come his way. He found Alliance Learning via Facebook and applied directly to be part of our Traineeship programme. The Traineeship programme would help him to improve his Maths, English and employability skills; the programme also offers a valuable work experience placement with local employers.

During his placement, Craig excelled and became an invaluable member of the team. At the end of the placement Craig had impressed the management so much with his attitude to work and computer skills that he was offered a full time Apprenticeship.

He's now studying his Business Administration Level 2 Apprenticeship and is responsible for creating new learner files, providing quotations for training, answering calls and data entry, on completion of his level 2 Craig has plans to progress onto his level 3 to help him develop further within his role.

Craig had the following comments about Alliance Learning "I think Alliance Learning is a great company, they have helped me into work, the staff are awesome and friendly which gives you the motivation to succeed, I would highly recommend them."

# WE'RE ALLIANCE LEARNING COME IN....

## 10.1 What kind of Apprenticeships do we offer?

- Business Administration
- Customer Service
- Team Leading / Management
- Children & Young People's Workforce
- Health & Social Care
- Fabrication & Welding
- Electrical Engineering
- Engineering Maintenance
- Mechanical Engineering
- Performing Manufacturing Operations
- Dental Nursing (Dentrain Professionals)
- Supporting Teaching and Learning in Schools

**New Apprenticeships in other areas are coming soon!**

## 10.2 How we can help

Our dedicated recruitment team can provide a free recruitment service to all businesses when taking on an apprentice. We will:

- Discuss your specific needs
- Help you to identify a suitable training programme
- Advertise your vacancies on the Alliance Learning website, the National Apprenticeship Service website and our social media platform
- Ensure all applicants have been assessed for literacy and numeracy and identify any additional learning support needed
- Select and match up learners that fit your needs and arrange interviews
- Discuss any grants or funding that may be available to your business

## Neal's Story

Neal, aged 20, always had a keen interest in engineering and decided to undertake an Apprenticeship instead of going to university to enable to learn both practical and theoretical skills.

Prior to his Apprenticeship, Neal was studying at College and on completion of his course, Neal gained an Apprenticeship at Kerax Ltd, a former BP site.

Now in his third year of training, Neal has received numerous qualifications such as, risk assessment, FLT, permit training, PASMA and is part way through an NVQ extended diploma in engineering maintenance Level 3.

Since starting his Apprenticeship Neal has received numerous awards from his employer consisting of best idea of the month, best safety observation of the month and at Christmas 2015 Neal was selected as one of three outstanding contributing members of staff; Neal has also won Electrical Apprentice of the year and overall apprentice of the year 2015 through Alliance Learning as well as Young person of the year at the Bolton and Bury Business Awards 2016.

On completion of his Apprenticeship, Neal is moving on to a HNC and BEng (Hons) at University.



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## 12.1 Foundation Degree in Early Years Childhood Studies (Level 4&5)

Alliance Learning is working in partnership with the University of Bolton to deliver the Foundation Degree in Early Years Childhood Studies.

### About The Course

This is a work based course that enables you to further develop your skills of working with young children and widen your job opportunities. This course combines lectures, group work and workshop sessions with independent research. Throughout the course you will be applying your theoretical knowledge to practice, both in a group and the work setting. Your work experience is an integral part of the programme and while you are on the course you will be visited by a placement tutor who will observe your practice and support your professional development.

### What Will Be Expected Of You As An Undergraduate?

- To develop and extend appropriate knowledge in the early year's sector
- To develop flexible practitioners to work within and across professional boundaries
- To develop as a reflective practitioner and setting this in a life-long learning context
- To develop a critical awareness of current issues within childcare studies and practice
- To develop proficiency in professional and practical skills associated with their area of expertise

This programme is fully funded through a student loan subject to eligibility. To check eligibility, visit <https://www.gov.uk/studentfinance/>

**For more information on the course including the next start date, please call a member of our team on 01204 677888 or visit our website [www.alliancelearning.com](http://www.alliancelearning.com)**

**We will soon be offering Degree Apprenticeships in other areas.**



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# WHAT IS A FOUNDATION DEGREE?

## 14.1 Business Courses

Our business training courses run regularly throughout the year and are designed to meet the needs of businesses and employees, encouraging continuous professional development.

Alliance Learning has been delivering training to businesses since 1991 and work across a broad range of sectors.

### High pass rate

We have a high pass rate which is testament to the effort we put into supporting all the learners throughout their training course. Our highly experienced tutors continually monitor individual progress throughout the course to make sure everyone is achieving their goals. We can offer one to one support if required and we make sure we cater for individual needs.

### Flexible approach

We can deliver courses at our training centre in Horwich or on site at your business premises (subject to site survey). Our tutors are flexible and can deliver training during the day, in the evenings or on Saturdays. We will work with you to ensure the training is delivered with minimal disruption to your business.

### Practical Training

All candidates are able to take part in practical demonstrations throughout their training to help improve knowledge and confidence. All of our courses are interactive and students are encouraged to participate fully so they get the most from the training.

### Accredited Courses

Our highly qualified and experienced tutors deliver accredited training in a range of areas. We work with organisations such as IPAF, PASMA, RTITB, CCNSG, CITB and IOSH – further details can be found on the following pages.

### Free guidance

If you are interested in finding out more about a training course please contact our friendly team who can answer your questions or arrange a meeting to discuss your requirements in more detail.



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# BUSINESS COURSES



## 15.1 First Aid Training

Every business in the UK must have First Aid provision in the workplace. This is a legal requirement and more importantly, can be the difference between life and death should a serious accident occur.

We run a range of First Aid Training courses:

- First Aid emergency at work (1 day)
- First Aid refresher (2 day)
- First Aid at work (3 day)
- Paediatric First Aid (2 day)
- AED (Automated External Defibrillator) with CPR (1/2 Day)

## 15.2 Health and Safety Training

Health and Safety in the workplace is of paramount importance and it is vital that it is understood and managed correctly.

Alliance Learning specialise in providing Health and Safety training to all industry sectors and courses include:

- IOSH Managing Safely / IOSH Managing Safely Refresher / IOSH Working Safely
- NEBOSH General Certificate
- SSSTS (CITB) (Site Safety Supervisor Training Scheme)
- SMSTS (CITB) (Site Manager Safety Training Scheme)
- Health & Safety CSkills 1 day
- Safe use of Overhead Pendant Crane and Hoist
- CCNSG Safety Passport, Renewal and LAT's (Leading a Team Safely)
- SPA Passport (Core, Food and Drink)
- 17<sup>th</sup> Edition 3 days (City & Guilds) 2382 – 15
- Portable Appliance Testing (PAT) City and Guilds 2377-22
- Confined Space – Novice and Refresher / Confined Space – Low Medium Risk
- Fire Marshal
- Manual Handling
- Abrasive Wheels
- Asbestos Awareness UKATA Awarded
- CDM Regulations
- Risk Assessment (British Safety Council)
- COSHH & PPE (Control of Substances Hazardous to Health)

# FIRST AID/ H&S TRAINING

## 16.1 Plant Courses

Here at Alliance Learning, we have a 510sqm purpose built plant training centre where all fork lift truck and plant machinery training courses take place. Our Centre represents one of the best training facilities of its kind in the UK and has been highly praised by all the relevant accredited bodies including RTITB, IPAF and PASMA.

Courses include:

- IPAF Mobile Access Platforms
- IPAF Instructor
- IPAF Demonstrator
- IPAF Instructor Techniques
- IPAF Safety Harness
- PASMA Mobile Tower Scaffolding
- Working at Heights
- Safe Use of Steps and Ladders
- RTITB Fork Lift Truck Novice, Experienced and Refresher for Reach and Counterbalance Training
- RTITB Instructor and Re-registration Course

“Just had my Fire Marshall training at Alliance Learning - fantastic! Steve was very down to earth, let me play with fire and answered our questions above and beyond.”  
Kip McGrath - Education

“Happy friendly staff, very professional and always ready to assist when needed. We use Alliance Learning for the majority of our training requirements due to their competitive tariff, availability and location. We would definitely recommend them to others!”  
Keith Walton - Brickwork

“We would not use anyone else in Bolton! This is because the service we get is excellent. Having attended courses at Alliance, it's plain to see why their courses are always full.”  
Vernacare

“The staff are always polite and helpful with training needs. The courses they offer are in line with the requirements of the company's Continuous Professional Development. Courses attended are enjoyed by our operatives and supervisors.”  
Leach Structural Steel



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## 17.1 Professional Development Training

Many small and medium sized organisations are recognising that the key to securing improved business performance is through the development of managers, supervisors and team leaders.

Here at Alliance Learning we specialise in team leader and management training courses to ensure that diverse workplace challenges and issues can be dealt with in the most productive way.

With Alliance Learning on your side you don't need to gamble with your management training. We offer a range of in-depth courses that will inform, inspire and invigorate, so that you get the best out of your workforce. We can offer ILM accredited courses as well as Alliance Learning one day short courses. Examples include:

- Telephone Techniques
- Equality and Diversity
- Appraisal Training
- Problem Solving
- Presentation Skills
- Team Leading
- Team Briefing
- Managing Change

## 17.2 Management Training

Small and medium sized businesses are increasingly recognising that they need to develop managers, supervisors and team leaders to ensure business performance is maximised.

We offer a range of informative, inspiring and motivating courses that will help you to get the best out of your workforce, such as the following:

- Train the Trainer (ILM Endorsed Programme)
- ILM Certificate in Leadership & Team Skills (Level 2)
- ILM Award in Leadership and Management (Level 3)

## 17.3 National Vocational Qualifications (NVQs) - QCF

National Vocational Qualifications (NVQs) are work-related, competence based qualifications. They reflect the skills and knowledge needed to do a job effectively and shows that an employee is competent in this particular area of work.

Alliance Learning offer NVQ's in the following areas:

- Business Administration (Level 2,3 and 4)
- Customer Service (Level 2 and 3)
- Childcare QCF (Level 2)
- Early Years Educator QCF (Level 3)
- Early Years Childhood Studies Foundation Degree (FdA)
- Health and Social Care (Level 2 and 3)
- Steel Erecting (Level 2 and 3)
- Performing Manufacturing Operations (Level 2 and 3)
- (EAL) Diploma in Engineering Maintenance in Installation (Level 2)
- Engineering Maintenance (Level 2 and 3)
- Mechanical Maintenance (Level 2 and 3)
- Fabrication and Welding (Level 2 and 3)
- Technical Support (Level 2 and 3)
- Supporting Teaching & Learning (Level 2 and 3)

## 17.4 Engineering Multi-Skilling

Our training division has a reputation for delivering high quality work based engineering programmes to companies of all sizes. Our instructors are able to develop bespoke courses for companies that work towards nationally recognised qualifications. Courses include:

- Electrical Wiring, Testing and Maintenance
- Hydraulics and Pneumatics
- Mechanical Maintenance
- Welding
- Programmable Logic Controls

## 18.1 E-Business Courses

E-Learning is becoming an increasingly popular option for businesses that recognise the importance of providing regular training for their employees but have limitations in budgets or struggle to give staff time of work to attend training sessions.

Our range of e-learning courses are incredibly flexible, in that candidates can access their course from any internet connection and can study at their own pace and at a time to suit them.

Our e-learning courses are competitively priced, starting from just £20.00.

Courses available include:

- Business & Workplace
- Employability
- ICT
- Languages
- Literacy & Numeracy

## Fourteen IP - Case Study

Fourteen IP is a Systems Integrator that specialises in voice and data solutions for the Hospitality Industry. They have undertaken a number of training courses with Alliance Learning, including IOSH, DSE, Manual Handling, Asbestos Awareness and Effective Appraisal. As a result of the training they have undertaken they feel their organisation has started to embed more of a safety culture. The Head of Operation at Fourteen IP – Stephen Gill had the following comments, "I find Alliance Learning is a great organisation to deal with, they are very accommodating and professional with great instructors and location."



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success through learning

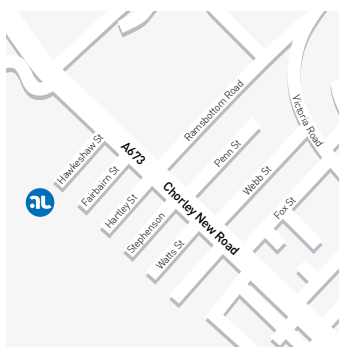
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