

# **PGL Prospectus**

# Your Professional Training Company - The Employers' Choice

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Education & Skills Funding Agency

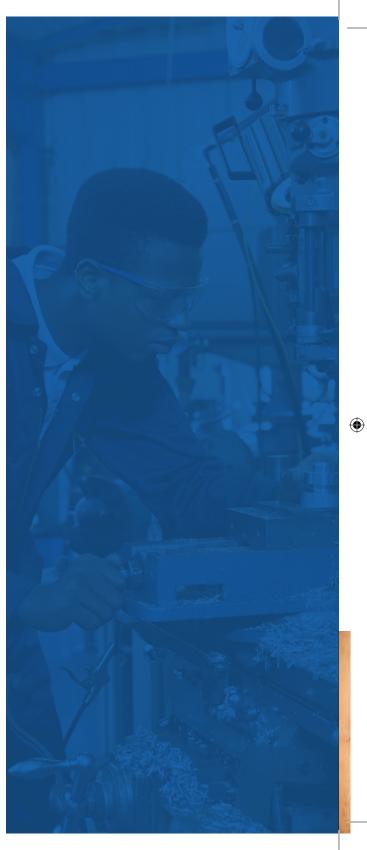




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# Welcome to PGL Training

PGL Training is a professional training company who take pride in 'Training tomorrow's workforce today'. We offer a wide range of courses; from Hairdressing to Bricklaying, to Warehousing and Business Administration. We work with a large spectrum of people, so it doesn't matter if you are a young individual looking to kick start your career with an apprenticeship or if you are unemployed and looking to retrain. We hope you find this prospectus to be helpful and full of information. Please get in touch with our dedicated Recruitment Team at PGL Careers4U for further information and advice.

We require all our lecturers to have extensive practical experience and expertise in the subjects they deliver; naturally, they are all experienced lecturers. They have the ability to explain and demonstrate the subjects covered in ways that are easy to understand and learn.

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Our training centres have a friendly but professional feel and we are always willing to discuss your particular training needs, to make sure that you get the most from your time with PGL Training.

Based in Exeter we are convenient for all major transport links. There is also plenty of parking onsite.

### **Opportunities for quality training**

PGL Training offers a range of courses for apprentices and adult learners looking to enhance their skills or employment opportunities within the Construction Industry as well as the Business Administration and Customer Service sectors.

Learners can enrol with confidence following PGL's second successful OFSTED inspection when we were again graded as a 'Good' provider.

When undertaking any training it is important to have confidence in the provider and it is reassuring to note the key strengths identified during PGL's 2017 OFSTED inspection:

- Outcomes for learners Good
- Quality of teaching, learning and assessment Good
- Effectiveness of leadership and management Good



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# Why Employers should choose PGL Training...



We are a leading provider of training across a number of industries. Based in Exeter, we have excellent transport links which allow us to provide a personal service to your business. We can come to your doorstep to provide advice and guidance on the best way to introduce our services to your business. We will work with you to suit your training needs from start to finish. We keep in regular contact just to ensure that you are happy and that you are being fully supported.

We are here to work with your apprentices to develop their skills, knowledge and abilities and to help them reach their goals whilst supporting your business in developing a well trained, highly skilled workforce.

Our experience has taught us that a companies greatest asset will always be its people. So we've made it our mission to offer top quality education that not only teaches technical skills but prepares learners for a successful career within their chosen industry.

We're aiming for excellence not exclusivity so PGL is happy to support all businesses and will develop a programme suited to yours and the learner's needs.

### Apprenticeship funding/Levy

The way Apprenticeships are funded is changing, here's what you need to know:

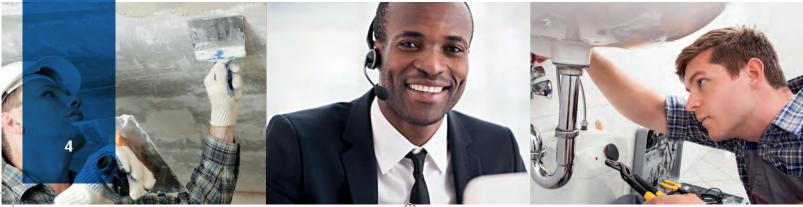
The Government wants to encourage Apprentice-based learning and in recognition of this are introducing changes to the way apprenticeships are funded. These changes come into effect on April 6th 2017. The Apprenticeship levy is 0.5% of a company payroll, paid by all employers with a payroll in excess of £3 million per annum. You can contact us to discuss the levy and how the changes will affect your business.

Contact the recruitment team on 01392 537561

PGL can also support your business by providing the following services:

- Advertise and write the Apprenticeship Vacancy
- Contact local careers services on your behalf
- Interview all applicants face to face (not many other training providers offer this)
- Complete a vigorous interview process
- Shortlist applicants ready for you
- Reject unsuitable applicants
- Where applicable, support you with local and government grants

If you have any questions around the Apprenticeship programme or how you can work with PGL Training please call us on 01392 537561 and we will help in any way we can.



LEARNERS/PARENTS

# Why you should choose PGL Training...

### **Reasons for Learners**

We are committed to provide you with the training that will work best for you, not for us. We provide regular taster sessions which will allow you to come and find out if your dream job really is the right job for you. You can come in and meet with our dedicated recruitment team who will take the time to provide you with the advice and guidance you need on what the next steps for you could be.

When we receive your enquiry form, you will be invited to an information, advice and guidance session where you will hear first hand about the courses and the facilities available. You will then have an individual interview to discuss the options open to you and which course might be right for you. You have a voice and it is very important that you are involved and a decision is reached together about what will be best for you.

Learning is undertaken in both workshops and classrooms and the theory element of the programme will be taught alongside the practical. Please note that some Apprenticeship courses are delivered solely within the workplace as this is seen to be the best method of learning. More information on the training methods can be found on the individual course pages.

You will undertake tasks at your own pace and we will ensure you receive regular feedback and progress reports. You will be involved in setting your own targets against your individual learning plan together with your personal tutor and these will be reviewed and updated regularly throughout your course so you will always know how you are doing.

Our team is small and friendly and you will soon get to know the staff on an individual basis. If you have any concerns regarding your progress, please do not hesitate to contact one of us so that we can put any actions in place to help you succeed.

### **Discounts, for Apprentices!**

NUS Apprentice extra, the discount card for UK Apprentices with loads of discounts in-store and online, helping your hard earned cash stretch a little further!



www.nus.org.uk

### industries, from engineering to accountancy, public relations to veterinary nursing. Apprenticeships are now

### **Benefits of doing an Apprenticeship**

available up to degree level and beyond.

• Earning a salary;

**Reasons for Parents** 

Sending your child off into the working environment is a difficult transition for any parent. At PGL Training, we

understand that this change will affect your family and we

committed to providing your child with the best possible

will provide you with all of the support you require to

start to their career, so we work with them closely to

ensure that they are happy and are gaining the right

support for them. Regular reviews will be held just to

An Apprenticeship is a real job with training which will

allow your son or daughter to earn while they learn,

whilst gaining a nationally recognised qualification.

Apprenticeships take between one and five years to

complete and cover 1500 job roles in a wide range of

make the change as smooth as possible. We are

ensure that everything is on the right track.

What is an Apprenticeship

- Training in the skills employers want;
- Excellent progression opportunities, whether you're looking to study further or climb the ranks within the workplace;
- Increased future earning potential
- Apprentices enjoy marked salary increases when they complete their training, and those with an Advanced Apprenticeship earn around £117,000<sup>\*</sup> more than those without, over the course of their career
- Learning at a pace suited to the individual with the support of a mentor;
- Paid holiday

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Should you require any further information on how an Apprenticeship can benefit your son or daughter please do not hesitate to contact us.

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# Domestic Plumbing and Heating Intermediate Apprenticeship

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### Who is it suitable for?

This Apprenticeship is designed for someone who would like to gain the skills and knowledge of the bespoke industry of plumbing and heating, this is particularly good for a newcomer into the industry who wants a rewarding career.

### What's involved? NVQ Diploma in Plumbing and Heating

This part of the qualification covers all of the knowledge and competency skills required. Units include:

- Apply safe working practices in building services engineering working environments
- Install and maintain domestic plumbing and heating systems
- Understand and carry out site preparation, and pipework fabrication techniques for domestic plumbing and heating systems
- Understand and apply domestic cold water system installation and maintenance techniques
- Understand and apply domestic hot water system installation and maintenance techniques
- Understand and apply domestic central heating system
  installation and maintenance techniques
- Understand and apply domestic rainwater system installation and maintenance techniques
- Understand and apply domestic above ground drainage system installation and maintenance techniques
- Understand and carry out safe working practices in building services engineering.

### **Functional Skills**

English and Mathematics Level 2 and ICT Level 1, if not already completed. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

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Personal Learning and Thinking Skills

### **Course duration**

18 Months

### **Delivery method**

1 day a week at our local Training Centre and site visits from the assessors.

Other flexible delivery options maybe available. Access to Onefile, your online portfolio.

### Assessment methods

A combination of observations, assessments, test and portfolio evidence gathering.

### **Entry requirements**

No prior experience is required, however learners must be working in the plumbing industry.

A good standard of English and Maths is required.

Entry will be based on initial assessments and an interview.

### What is a Plumbing Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### **Benefits of joining a Traineeship?**

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance



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# Domestic Plumbing and Heating Advanced Apprenticeship

### Who is it suitable for?

This advanced apprenticeship is suitable for individuals who complete, oversee and organise work to install, service, maintain and commission domestic plumbing systems. Please be aware there are different pathways for this Qualification such as gas, solar and other plumbing related pathways.

### **Functional Skills**

These cover the transferable and functional skills that all employees need to carry out their roles effectively.

Apprentices will complete Level 2 Functional Skills qualification in English and Maths.

Personal Learning and Thinking Skills

### **Course duration** 18 - 24 Months

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### What's involved?

### Level 3 Diploma in Domestic Plumbing and Heating

This part of the qualification covers all of the knowledge and competency skills required. Within this qualification, learners will complete one of the following pathways;

- Oil-Fired, Solid Fuel or Environmental options •
- Gas-Fired Water and Central Heating appliances •

Both pathways include mandatory and optional units.

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# Intermediate Apprenticeship **Trowel Occupations**

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### Who is it suitable for?

For those starting or already employed in the construction industry and wanting to develop a career in bricklaying or masonry.

### What's involved?

### Level 2 NVQ Diploma in Trowel Occupations Level 2 Diploma in Trowel Occupations

### Mandatory units

- Conforming to Productive Working Practices in the • Workplace
- Moving, Handling and Storing Resources in the Workplace
- Setting out Masonry Structures in the Workplace
- Erecting Masonry Structures in the Workplace

### Optional units, 1 unit to be picked

- Erecting Masonry Cladding in the Workplace •
- Erecting Thin Joint Masonry Structures in the Workplace
- Maintaining Slate and Tile Roofing in the Workplace
- Producing External Solid Render Finishes in the Workplace
- Producing Internal Solid Plastering Finishes in the Workplace
- Repairing and Maintaining Masonry Structures in the Workplace
- Placing and Finishing non-specialist Concrete in the Workplace
- Installing Drainage in the Workplace

### **Functional Skills**

Level 1 in English and Mathematics. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills



**Course duration** 18 Months

### **Delivery method**

Block release at our local training centre, every 6-8 weeks. Other flexible delivery options maybe available. Access to Onefile, your online portfolio.

### Assessment methods

Questioning – Written and Oral, assessment of work place activities, Practical Assignments, Multiple Choice Unit End Tests, Online Testing of Knowledge.

### **Entry requirements**

No prior experience required. A good standard of English and Maths is required. Entry will be based on initial assessments and an interview.

### What is a Trowel Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training and First Aid Level 2 course
- Book allowance
- Free advice and guidance

www.pgltraining.com



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# Site Carpentry Intermediate Apprenticeship



### Who is it suitable for?

An intermediate Apprenticeship in carpentry is suitable for someone who enjoys being creative and working with wood. If you have an interest in the construction industry, this career is the right choice for you.

### What's involved?

### Level 2 NVQ Diploma in Wood Occupations Level 2 Diploma in Site Carpentry

Units include:

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- Conforming to General Health, Safety and Welfare in the Workplace
- Conforming to Productive Working Practices in the Workplace
- Moving, Handling and Storing Resources in the Workplace
- Installing First Fixing Components in the Workplace
- Installing Second Fixing Components in the Workplace
- Erecting Structural Carcassing Components in the Workplace
- Maintaining Non-structural Carpentry Work in the Workplace
- Setting Up and Using Transportable Cutting and Shaping Machines in the Workplace

### **Functional Skills**

English and Mathematics Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills



### **Course duration** 18 months

### **Delivery method**

1 day a week at our local Training Centre and site visits from the assessors. Other flexible delivery options maybe available. Access to Onefile, your online portfolio.

### **Assessment methods**

Questioning – Written and Oral, assessment of work place activities, Practical Assignments, Multiple Choice Unit End Tests, Online Testing of Knowledge.

### **Entry requirements**

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No prior experience required. Employed within a Site Carpentry job role.

A good standard of English and Maths is required. Entry will be based on initial assessments and an interview.

> There is a level 3 version of this course available. For more information go to www.pgltraining.com

### What is a Carpentry Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

Benefits of joining of a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

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www.pgltraining.com

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# Plastering level 2 Intermediate Apprenticeship

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This apprentiship is for someone who works for or wants to work for a Plasterer in the construction sector, wants to achieve an industry recognised qualification in the forever developing industry.

This is a perfect starting point for someone who is keen to develop their skills.

### What's involved? Level 2 NVQ Diploma in Plastering Mandatory Units

- Health, safety and welfare in the workplace
- Conforming to productive working practices in the workplace
- Moving, handling and storing resources
- Applying finishing plaster to background surfaces

### **Optional Units**

A choice of units such as

- Producing internal solid plastering finishes
- Producing external solid render finishes
- Laying sand and cement screeds

### Level 2 Diploma in Plastering

This is the knowledge element of the programme and is delivered at PGL.

### **Functional Skills**

English and Mathematics Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills



### Course duration

### **Delivery method**

Block release at our local training centre, every 6-8 weeks. Other flexible delivery options maybe available. Access to Onefile, your online portfolio.

PLASTERERS can earn

<u>E14-24k</u>

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### Assessment methods

Observations, assessments, online tests and portfolio evidence gathering.

### **Entry requirements**

Good standard of English and Maths. Entry will be based on initial assessments and an interview.

### Where might it lead?

You will gain industry knowledge within the construction sector and for the right person you will could move into full time employment.

### What is a Plastering Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### **Benefits of joining a Traineeship?**

- Travel expenses paid whilst on the
- including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

www.pgltraining.com



# Intermediate Apprenticeship in Maintenance Operations



### Who is it suitable for?

The primary role of a Property Maintenance Operative is to optimise property condition and quality and to ensure the building is kept in a safe working condition. Property Maintenance Operatives need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests and team. They will understand the mechanism of buildings including electrical, plumbing, plant, safety systems and equipment. They will provide first and immediate response to fault finding, whilst maximising quality and ensuring cost effectiveness. They will ensure prevention of major damage that could result in extensive costs and minimise reactive intervention

### What's involved?

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### Level 2 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment Operations

A Property Maintenance Operative will use their knowledge and understanding of basic carpentry, electrical, plumbing and decorating to;

- Understand and demonstrate the importance of Health and Safety in the workplace
- Comply with organisational safety, policies and procedures and identify hazards and reduce them
- Consider safety compliance with a diverse sector of client groups
- Understand and demonstrate the importance of working safely at height
- Carry out repairs to the fabric of a building, for example repairs to walls, doors doorframe, skirting boards or plactor domage to internal walls.
- doors, doorframes, skirting boards or plaster damage to internal walls • Understand and maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains
- Maintain high levels of water hygiene within a building
- Understand and maintain electrical distribution, safe repair of electrical installation to legal requirements, for example replacing damaged sockets, plugs, lighting and fuses.
- Understand and maintain plant, safety systems and equipment
- Demonstrate and implement energy, environment and sustainable practices
- Understand and maintain grounds and external fabrication of a building, such as drainage and guttering
  Understand and demonstrate the safe use of hand tools, for example
- Understand and demonstrate the safe use of hand tools, for example screwdrivers, power drills, pliers, paper strippers and a variety other tools used in plumbing and carpentry

### Level 2 Diploma in Building Maintenance

This is the knowledge element of the programme and is delivered at PGL.

### **Functional Skills**

English and Mathematics Level 1, if not already completed. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills

### **Course duration**

18-24 months

### **Delivery method**

1 day a week at our Training Centre and site visits from the assessors. Other flexible delivery options maybe available. Access to Onefile, your online portfolio and includes end point assessment.

### **Assessment methods**

A combination of observations, practical assessments, online and paperbased tests and portfolio evidence gathering.

### **Entry requirements**

No prior experience is required, however learners must be working in the construction/ maintenance industry.

Entry will be based on initial assessments and an interview.

### What is a Maintenance Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

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# Painting and Decorating Level 2 Intermediate Apprenticeship

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### PAINTER & DECORATOR can earn £15-30k

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### Who is it suitable for?

It is for candidates who work or want to work as a Painting and Decorator in the Construction industry. This is a fantastic starting point if you wish to learn and develop you skills.

### What's involved?

### Level 2 NVQ Diploma in Painting and Decorating.

Mandatory Units

- Erecting Dismantling Access/ Working Platforms in the workplace
- Preparing surfaces for Painting and Decorating in the workplace
- Applying Paint Systems by Brush and Roller in the workplace
- Conforming to General Health, Safety and Welfare in the workplace
- Conforming to Productive Working Practices in the workplace
- Moving ,Handling and Storage Resources in the workplace

### **Functional Skills**

Level 1 in English and Mathematics. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills



### **Course duration**

18 months

### **Delivery method**

Block release at our local training centre, every 6-8 weeks. Other flexible delivery options maybe available. Access to Onefile, your online portfolio.

### Assessment methods

Observation, assessments, online test and portfolio evidence gathering

### **Entry requirements**

Good standard of English and Maths. Entry will be based on initial assessments and interview

### Where might it lead?

You will gain industry knowledge within the construction sector and for the right person you could move into full time employment

### What is the Painting & Decorating Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

www.pgltraining.com



# Level 4 NVQ Diploma in Construction Site Supervision

### Who is it suitable for?

This is a new introductory level, knowledge - based qualificaion for people who are not in a teaching role but wish to train.

### What's involved?

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The learner will learn key practical skills and knowledge in these mandatory units:

- Maintaining Supplies of Materials to Meet Project Requirements in the Workplace
- Implementing Communication Systems for Construction Projects in the Workplace
- Maintaining the Dimensional Accuracy of the Work in the Workplace
- Contributing to the Control of Work Quantities and Costs in the Workplace
- Co-ordinating Preparation Work for Site or Lifting Operations in the Workplace
- Allocating Work and Checking People's Performance in the Workplace
- Developing and Maintaining Good Occupational Working Relationships in the Workplace
- Maintaining Systems for Health, Safety, Welfare and Environmental Protection in the Workplace
- Assessing and Recommending Work Methods for Carrying Out Site Operations in the Workplace
- Planning Activities and Resources to Meet Work Requirements in the Workplace
- Coordinating and Organising the Control of Work in the Workplace
- Controlling Work Progress Against Agreed Programmes in the Workplace
- Allocating and Monitoring the Use of Plant, Equipment or Machinery in the Workplace
- · Controlling Work Against Agreed Standards in the Workplace

### **Course duration**

3-12 months

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### **Delivery method**

You will learn in the work environment

### **Assessment methods**

You are assessed by an occupationally competent and qualified assessor whose job is to work with you and help you through your programme of learning.

### **Entry requirements**

Able to learn in a work environment A willingness to learn

### Where might it lead?

The Level 4 NVQ Diploma in Construction Site Supervision - Building and Civil Engineering qualification also has five associated pathways which you might be interested in viewing:

- Level 4 NVQ Diploma in Construction Site Supervision
- Highways and Maintenance Repair
- Level 4 NVQ Diploma in Construction Site Supervision
- Residential Development
- Level 4 NVQ Diploma in Construction Site Supervision
   Conservation
- Level 4 NVQ Diploma in Construction Site Supervision
   Demolition
- Level 4 NVQ Diploma in Construction Site Supervision
- Tunnelling

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This qualification is supported by federation The Civil Engineering Contractors Association (CECA) 

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# Electrotechnical Installation Advanced Apprenticeship

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### Who is it suitable for?

For those starting or already employed within the electrical installation industry. The qualification is recognised as the minimum qualification for registered electricians. All learners undertaking this qualification must be working in Industrial, Domestic and Commercial work.

### What's involved?

### Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment).

Units include:

- Ensure safe site working
- Environmental legislation, working practices and environmental technology systems
- Oversee and organise the working environment
- Install wiring systems, electrotechnical equipment and systems
- Terminate and connect conductors, cables and cords in electrical systems
- Inspect, test, commissioning and certification of electrotechnical systems and equipment
- Diagnose and correct electrical faults in electrotechnical systems and equipment
- Design, build, install and maintain electrical equipment and systems
- Plan, prepare and install wiring systems and associated equipment in buildings, structures and the environment
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### Course duration

4 years

### **Delivery method**

Block attendance at the centre every 6-8 weeks and site visits from the assessors. Access to Onefile, your online portfolio and includes end point assessment.

### **Assessment methods**

A combination of observations, assessments, test and portfolio evidence gathering.

### **Entry requirements**

No Prior experience required. Employed within a Electrical Installation job role.

A good standard of English and Maths is required. Entry will be based on initial assessments and an interview.

### What is an Electrotechnical Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

### **Functional Skills**

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English and Mathematics Level 2. These cover the transferable and functional skills that all employees need to carry out their roles effectively.



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# Level 2 Diploma for Hair Professionals – Hairdressing

### Who is it suitable for?

Those who have a passion for hairdressing and like helping people look and feel good, whether you want to work in a salon or on a cruise ship, or even own your own salon one day.

### What's involved?

Level 2 NVQ Diploma in Hairdressing Complete 5 mandatory units and 1 optional unit, plus the end point assessment.

### **Mandatory Units**

Consultation

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- Shampoo, condition and treat the hair and scalp
- Cut hair using a range of techniques to create a variety of looks
- Style and finish hair using a range of techniques to achieve a variety of looks
- Colour and lighten hair using a range of techniques

### **Optional Units**

- Perming hair
- Hair relaxing treatments and techniques
- Hair extension service

### **Functional Skills**

English and Mathematics Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills

### Course duration

24 months

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### **Delivery method**

In the workplace - two weekly visitsor 1 day a week at the training academy. Access to Onefile, your online portfolio and includes end point assessment. We also have the option to attend our Hair Academy 1 day a week.

### Assessment methods

Observations, assessments, online tests and portfolio evidence gathering.

### Entry requirements

Creative, artistic and love people. Good standard of English and Maths.

Entry will be based on initial assessments and an interview.

### Where might it lead?

You can progress onto the Advanced Apprenticeship in hairdressing or move straight into a full time career in the industry.

### What is a Hairdressing Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

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# HAIR & BEAUTY



# Hairdressing level 3 Advanced Apprenticeship

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### Who is it suitable for?

If you have successfully completed the Level 2 NVQ diploma in hairdressing and have achieved functional skills. If you are someone with a passion for hairdressing and like helping others look and feel good and want to develop your commercial skills to an advanced level, using more complex techniques.

### **Functional Skills**

English and Mathematics Level 2. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

### **Course duration**

18 months

### What's involved?

### Mandatory units

- Creatively style and dress hair
- Creatively cut hair using a combination of techniques
- · Creatively colour and lighten hair
- Provide client consultation services

### **Optional Units**

- Fulfil salon reception duties
- Cut men's hair using basic techniques
- Provide a variety of relaxing services
- Provide creative hair extension services
- Create a variety of permed effects
- Contribute to the financial effectiveness of the business
- Hair colour correction services
- Develop, enhance and evaluate your creative hairdressing skills
- · Provide specialist hair and scalp treatments
- Contribute to the planning, implementation and evaluation of promotional activities

Level 2 Diploma for Hair Professionals – Barbering



### Who is it suitable for?

This course is suitable for anyone who has a passion for barbering and likes helping people look and feel good. You will need to be working as a trainee barber.

### What's involved?

Level 2 NVQ Diploma in Barbering Complete 6 mandatory units plus the end point assessment.

### **Mandatory Units**

- Consultation •
- Shampoo, condition and treat the hair and scalp
- Cutting hair using barbering techniques to create a variety of looks
- Style and finish men's hair
- Cut facial hair into shape
- Provide shaving services •

### **Optional Units**

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- Colour and lighten hair using a range of techniques Perm and neutralise hair
- Plait and twist hair
- Temporarily attach hair to enhance a style
- Fulfil salon reception duties .
- Assist with shaving services
- Colour and lighten men's hair

### **Functional Skills**

English and Mathematics Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills



### **Course duration** 24 months

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### **Delivery method**

In the workplace - two weekly visits or 1 day a week at the training academy. Access to Onefile, your online portfolio and includes end point assessment.

### Assessment methods

Observations, assessments, online tests and portfolio evidence gathering.

### **Entry requirements**

Creative, artistic and love people. Good standard of English and Maths. Entry will be based on initial assessments and an interview.

### Where might it lead?

LEVEL 3

You can progress onto the Advanced Apprenticeship in Barbering or move straight into a full time career in the industry.

> There is a level 3 version of this course available. For more information go to www.pgltraining.com

### What is a Barbering Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

**Benefits of joining a Traineeship?** 

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

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www.pgltraining.com



HAIR & BEAUTY

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# Beauty Therapy level 2 Intermediate Apprenticeship

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BEAUTICIANS can earn £12-30k pa

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### Who is it suitable for?

If you love helping people feel confident and look their best, then this course is for you. You will need to be employed as a trainee beauty therapist to undertake the Apprenticeship.

### What's involved?

### **Mandatory Units**

- Make sure your own actions reduce risks to health and safety
- · Promote additional services or products to clients
- Develop and maintain effectiveness at work

### **Optional Units**

- · Provide facial skin care treatment
- Enhance the appearance of eyebrows and lashes
- Carry out waxing services
- Provide manicure services
- Provide pedicure services

### **Optional Units**

- Provide make up service
- Enhance appearance using skin camouflage

### **Functional Skills**

English and Mathematics Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills

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### **Course duration**

15 - 18 months depending on experience

### **Delivery method**

In the workplace - two weekly visits or 1 day a week at the training academy. Access to Onefile, your online portfolio.

### Assessment methods

A combination of observations, online assessments, online tests and portfolio evidence gathering.

### **Entry requirements**

Creative, artistic and love people. Good standard of English and Maths. Entry will be based on initial assessments and an interview.

### Where might it lead?

After successful completion of the course you can move straight into a full time career in the industry. Alternatively you can progress onto the Beauty Therapy Level 3 Diploma. You may also choose to specialise in theatrical makeup.

### What is a Beauty Therapy Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

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# Business and Administration Intermediate Apprenticeship

### Who is it suitable for?

It is suitable for candidates working in their first administration role, where their duties may include making and receiving telephone calls, helping with the organisation of meetings and events, dealing with travel requests, handling mail, record keeping and using electronic message systems and office equipment.

### What's involved?

### Level 2 Diploma in Business & Administration

Candidates will complete the following mandatory units along with a selection of optional units, chosen to match their specific job role:

- · Communication in a business environment
- Principles of providing administrative services
- Principles of business document production and information management
- Understand employer organisations
- Manage personal performance and development
- Develop working relationships with colleagues

### **Functional Skills**

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English, Mathematics and ICT Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills

### **Course duration** 12-15 months

### **Delivery method**

In the workplace. Regular monthly visits. Access to Onefile, your online portfolio.

### **Assessment methods**

Observations, examination of work products, questioning, professional discussions, witness testimonies, online examinations & knowledge workbooks.

### **Entry requirements**

Employed in a full time administration role. Good standard of English and Maths. Entry will be based on initial assessments and an interview.

### Where might it lead?

You can progress onto the Advanced Apprenticeship in Business and Administration or maybe move onto a Team Leading or Management qualification.

### What is a Business and Administration Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

### Benefits of joining of a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training
- Free advice and guidance

# BUSINES

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## Business and Administration Advanced Apprenticeship

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### Who is it suitable for?

It is suitable for candidates who are working in an Administration role whose duties may include correspondence, organising meetings/events, producing documents, managing resources & office equipment/ facilities, managing information, managing administration systems and transcribing notes.

### Functional Skills

English, Mathematics and ICT Level 2. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

### What's involved?

### Level 3 Diploma in Business & Administration

This is a combined qualification and therefore involves a combination of demonstrating practical skills in a real working environment as well as understanding the knowledge and principles of the sector. Candidates will complete the following mandatory units along with a selection of optional units, chosen to match their specific job role:

- Communicate in a business environment
- Principles of business communication and information
- Principles of administration
- Principles of business
- Manage personal and professional development

Personal Learning and Thinking Skills

# Customer Service Practitioner Apprenticeship

### Who is it suitable for?

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support,

meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

### What's involved?

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### Level 2 Diploma in Customer Service

Candidates will complete the mandatory units shown below along with a number of optional units chosen to match your specific job role.

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development

### **Functional Skills**

English and Mathematics Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills

### **Course duration**

18 months

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### **Delivery method**

In the workplace. Regular monthly visits. Access to Onefile, your online portfolio and includes end point assessment.

### **Assessment methods**

Observations, examination of work products, questioning, professional discussions, witness testimonies, online examinations & knowledge workbooks.

### **Entry requirements**

Employed in a full time customer service role. Good standard of English and Maths. Entry will be based on initial assessments and an interview.

### Where might it lead?

You can progress onto the Advanced Apprenticeship in Customer Service or maybe move onto a Team Leading or Management qualification.

### What is a Customer Service Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

Benefits of joining a Traineeship?

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training and First Aid Level 2 course
- Free advice and guidance





## Customer Service Advanced Apprenticeship

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### Who is it suitable for?

The apprenticeship is suitable for candidates who are employed within a customer facing role, whose daily work involves communicating effectively with customers face to face, in writing, or by telephone, resolving problems and improving customer relations, promoting products and services, using software/office equipment to communicate, keeping records, gathering and analysing customer feedback and leading a team.

### **Functional Skills**

English and Mathematics Level 2. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

### What's involved?

### Level 3 Diploma in Customer Service

This is a combined qualification and therefore involves a combination of demonstrating practical skills in a real working environment as well as understanding the knowledge and principles of the sector. Candidates will complete the following mandatory units along with a selection of optional units, chosen to match their specific job role:

- Organise and deliver customer service
- Understand the customer service environment
- Understand customers and customer retention
- Principles of business
- Manage personal and professional development
- Resolve customers' problems

Personal Learning and Thinking Skills

# Advanced Apprenticeship Management Level 3



### Who is it suitable for?

This qualification is suitable for practising first-line managers looking to further develop their management and leadership skills, build business knowledge and boost career prospects.

### What's involved?

### Level 3 Diploma in Management All 17 units must be completed

This is a combined qualification which looks at demonstrating both the practical skills and knowledge required to do the job. Units are selected to meet the specific needs of your business.

- Leading People

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### **Skills units**

- Leading People
- Managing People
- **Building Relationships**
- Communication
- **Operational Management** •
- ٠ **Project Management**
- Finance •

### Combined skills and knowledge units

- Self-Awareness .
- Management of Self
- Problem Solving and Decision Making

### Mandatory Units - competence Knowledge units Managing People **Building Relationships** Communication **Operational Management Project Management** Finance

### **Functional Skills**

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English, Mathematics and ICT Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills

### **Course duration**

12-18 months

### **Delivery method**

In the workplace. Regular monthly visits. Access to Onefile, your online portfolio.

### **Assessment methods**

Observations, examination of work products, questioning, professional discussions, witness testimonies, knowledge workbooks and assignments

### **Entry requirements**

Employed in a full time Team Leader role.





# BUSINESS

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# Higher Apprenticeship Management Level 5

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### Who is it suitable for?

This qualification is designed for project managers, department heads, and other practising middle managers. Develop your skills and experience, improve your performance and prepare for senior management responsibilities.

### **Results for you**

- Use core management techniques to drive better results
- Develop your ability to lead, motivate and inspire
- Provide strategic leadership as well as day-to-day management
- Benchmark your managerial skills
- Raise your profile in your organisation.

### Impact for your employer

- Encourage strategic thinking at this level of management, to foster business improvement
- Engage middle managers with training and development this qualification is designed to provide clear, measurable benefits to career-minded professionals
- Customise this qualification to your development needs.

### **Duration**

18 months

### Focus on the skills you need

This qualification is available as a concise Award, a broader Certificate or a very comprehensive Diploma. Each unit in this qualification focuses on a specific set of skills and knowledge, in six broad areas:

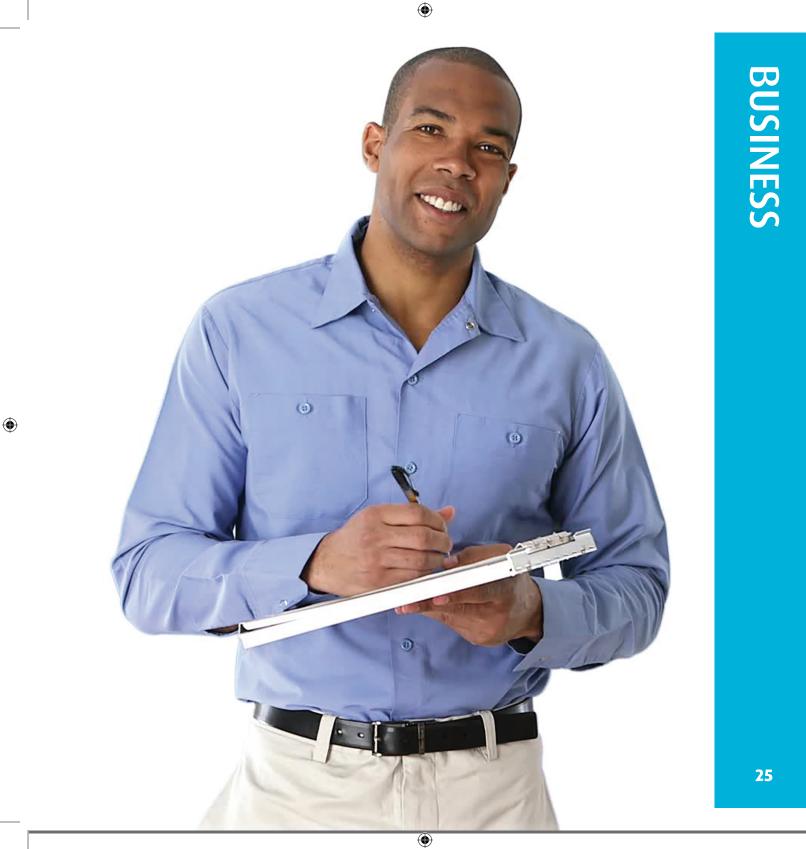
- Working with people a range of units including how to deal effectively with stress and conflict, manage remote workers, build excellent customer relations
- Managing yourself and personal skills including units that focus on assessing your own leadership performance, and developing critical thinking
- Providing direction such as leading teams to achieve organisational goals and objectives, and making strong and informed management decisions.
- Facilitating innovation and change for example, build a culture of continued improvement, and lead people through change
- Achieving results such as managing for efficiency and effectiveness, and managing projects that get results
- Using resources including managing facilities and managing information.



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# Level 3 Award in Education and Training

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### Who is it suitable for?

This is a new introductory level, knowledge - based qualification for people who are not in a teaching role but wish to train.

### What's involved?

The Level 3 Award in Education and Training (QCF) provides an introduction to teaching and comprises three units:

- Understanding roles, responsibilities and relationships in education and training
- Understanding and using inclusive teaching and learning approaches in education and training
- Understanding assessment in education and training

### Benefits of training with us include:

- Fast Track Complete in 3 classroom days (blended learning)
- Nationally Recognised QCF Qualification
- Full Tutor Support every step of the way
- Distance Learning available for experienced trainers

### What is Level 3 in Education & Training

This qualification is designed for people who:

- Are not in a teaching role, or who have just started a teaching role
- · Want a short qualification
- Want a qualification without a minimum teaching practice requirement
- Want to train externally

### **Course Duration**

6 - 12 Months

### **Delivery and Assessment methods**

You will receive coaching and support in writing session plans, assessment and delivery.

You will get the opportunity to practice your skills in a safe environment where you will be given feedback, tips and techniques to enhance your training delivery, increase your skills and boost your confidence.



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# Level 3 Award in Assessing

### Who is it suitable for?

Anyone who wants a career in Education and Training.

### What's involved?

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You will cover all the essential principles and practices of training assessment and quality assurance, including assessing competence and achievement.

### Which route is right for me?

 Level 3 Award in Understanding the Principles and Practice of Assessment

A knowledge-only Award for those who are starting their journey as an assessor, or those who need to know about assessment practice but are not currently practising.

 Level 3 Award in Assessing Competence in the Work Environment

For practitioners who assess the demonstration of competence in a work environment using the following assessment methods: observation/examining work products/oral questioning and discussion/use of witnesses learner statements/Recognition of Prior Learning (RPL).

• Level 3 Award in Assessing Vocationally Related Achievement

For practitioners who assess knowledge and/or skills in vocationally related subject areas using the following assessment methods: assessments in simulated environments/skills tests/oral and written questions assignments/projects/case studies/RPL.

 Level 3 Certificate in Assessing Vocational Achievement For practitioners who may use ALL of the above-listed assessment methods based upon sound assessment principles. Course duration

12 - 18 months

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Delivery method You will learn in the work environment

### Assessment methods

Observation, witness testimony, interview and discussion, oral and written questions, assignments, projects and case studies.

### **Entry requirements**

Able to learn in a work environment A willingness to learn

### Where might it lead?

You can progress your career as a:

- Qualified Assessor
- Trainer.

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# Warehousing & Storage Intermediate Apprenticeship

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### Who is it suitable for?

The apprenticeship standard for Supply Chain Operator was designed by employer representatives of the supply chain and logistics industry, and is suitable for apprentices employed in a wide variety of organisations.

### What's involved?

### Level 2 Certificate in Warehousing & Storage Skills

This is the competency based element of the apprenticeship which looks at demonstrating practical skills. Units are selected to meet the specific needs of your business.

### **Mandatory Units**

- Develop effective working relationships with colleagues
- Health Safety and Security at work

### **Optional Units**

### **Functional Skills**

The Functional skills for the framework are English and Mathematics at Level 1. These cover the transferable and functional skills that all employees need to carry out their roles effectively.

All students have the opportunity to work toward Functional Skills Level 2.

Personal Learning and Thinking Skills



### Course duration

18 months

### **Delivery method**

In the workplace. Regular monthly visits. Access to Onefile, your online portfolio your online portfolio and includes end point assessment.

### Assessment methods

Observations, examination of work products, questioning, professional discussions, witness testimonies, online examinations, assignments & knowledge workbooks.

### **Entry requirements**

The candidate needs to be employed in a full time Warehousing Role. Good standard of English and Maths.

LEVEL 3

There is a level 3 version of this course available. For more information go to www.pgltraining.com

### What is a Warehousing Traineeship?

Traineeships prepare young people for their future careers by helping them to become 'work ready'. Traineeships provide the essential work preparation training, transferable skills (English and Maths) and work experience needed to get an Apprenticeship or other job. Traineeships are a stepping stone to future success for young people, businesses and the wider economy.

**Benefits of joining a Traineeship?** 

- Travel expenses paid whilst on the programme including travel expenses to interviews and job trials
- Certified Health and Safety training and First Aid Level 2 course
- Book allowance
- Free advice and guidance



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www.pgltraining.com

# How to apply

You can also use the National App service. Apply to facebook and twitter via your phone

Drop in to the PGLCareers4U centre in Exeter city centre, on Fore Street

Read through the course details and think about what career you would like to do. Call us to register your interest

The recruitment team will contact you to discuss the Apprenticeship and your application

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After discussing the Apprenticeship you will be invited to attend an interview

At the interview you will be given advice and guidance about all your options and discuss your career aspirations

The Training Co-ordinator will discuss current vacancies that may be of interest and put you forward for an interview with an employer

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Entry requirements - To become an apprentice you will need to be a Year 11 school leaver or older. Otherwise there are no formal requirements.

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# F.A.Q.'s

### What is an Apprenticeship?

An Apprenticeship is a real job with training so you can earn while you learn and pick up some nationally recognised qualifications as you go.

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### What are the advantages of an Apprenticeship?

Getting qualified while on the job can mean:

- You work better and more effectively
- It can set you up to move into new and more skilled jobs
- You can earn more money
- You will gain experience and learn how to deal with different challenges

### Are there different qualification levels?

Yes. PGL training now offer up to level 5

### What time of the year can I start?

You can apply at any time of the year. Unlike School or College you do not have to wait until September to start an Apprenticeship.

### Can I apply before I have an employer?

Yes and if accepted you will be offered a place subject to securing suitable employment. If you do not have an employer PGL can support you with finding one.

### Do I get paid?

Apprenticeship wage is currently  $\pounds$ 3.50 but will increase to  $\pounds$ 3.70 in April 2018.

### Do I get holiday?

Yes. You are entitled to holiday pay like any other employee; This is currently 20 days paid holiday plus bank holidays.

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### How do I apply for an Apprenticeship/ Traineeship?

- Call us on 01392 537561
- Pop in to PGLCareers4U on Exeter high street for free advice and guidance
- Apply via www.pgltraining.com
- Email us at enquiries@pgltraining.com
- Register on The National Apprenticeship Service
- Apply via Facebook or Twitter

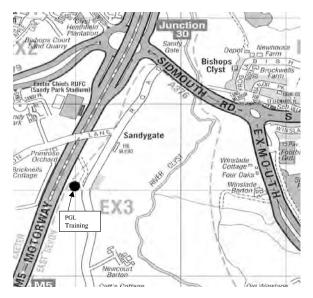


# Get in touch

### Exeter

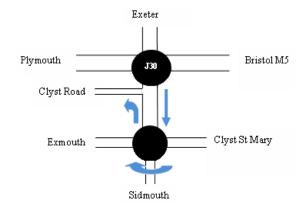
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**PGL Training Head Office** Clyst Works, Clyst Road, Topsham, Exeter, EX3 0DB



Leave the M5 at Junction 30 and follow the signs for Exmouth/A376.

Clyst Road is immediately on the right, however, you must travel to the next roundabout and return prior to turning left into Clyst Road. PGL Training is located approximately 600 metres along the road on the right.



### **PGLCareers4u**

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165 Fore Street, Exeter, EX4 3AT



### 01392 537561 enquiries@pgltraining.com www.pgltraining.com





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