

Apprenticeships

In Partnership with



Who is Lifetime Training?

Over **25 years'**
experience

National
expert team

88%
overall learner
satisfaction

Training over
20,000 learners
per year



**The Learning
Excellence
Award 2021**

Recognising
our innovative and
effective programmes



Best Companies

1 star status signifying
'very good' levels of
workplace engagement



**Top Training
Provider 2021-2022**

Awarded to Lifetime
based off learner
feedback two out
of three years



**Princess Royal
Training Awards**

Outstanding training
and skills development
programmes for our
Learning Coaches



**BAME
Apprenticeship
Alliance Patron
Members**

Demonstrating our
commitment to
increase apprenticeship
diversity nationally

Delivering expert training in the following areas

Leadership and
Management

Customer Service and
Business Administration

HR and L&D

Project Management
and Coaching

Data Analytics

Benefits of an Apprenticeship

1.

Brings the latest industry knowledge and practice into the business

2.

Clear career pathway for colleagues

3.

Retention of colleagues

4.

Improve company image and reputation

5.

Enhanced team performance and productivity

6.

Attract talent & increase diversity

7.

NI Savings (16-24 year olds) and government incentives

8.

Save on cost by utilising the funded levy

9.

Develop skills, increase engagement and confidence



Apprenticeship Myth Busters

Apprenticeships are not equivalent to traditional education

The apprenticeships we offer are equivalent to the below qualifications:

- Level 2 – Equivalent to x 5 GCSEs.
- Level 3 – Equivalent to x 2 A Levels.
- Level 4 – Equivalent to Foundation Degree.

Apprenticeships are only for school leavers

Apprenticeships are open to anyone over the age of 16 who has lived in the UK for over 3 years. They must not be in any other full time education.

Apprenticeships are only for new staff coming into the business

We can support with apprenticeships for both existing and new staff.

Apprentices are paid less

An apprenticeship is a form of training and a way to upskill staff. This does not need to be reflected in the wage. Although the apprenticeship wage is available if the business chooses it.

20% off-the-job training means one day at college a week

Off-the-job training is flexible and captured within the workplace.

Apprenticeships are designed by the government

Apprenticeships were designed by industry leaders in each sector called the 'Trail Blazers'.

The employer is responsible for evidencing 20% off-the-job training

Lifetime are responsible for capturing and evidencing this with the support of the learner's manager.

I already have a qualification so I can't apply

Learners can apply as long as the qualification is not in the same subject area they would like to do the apprenticeship in, or is a different level than the subject.

Fully Managed Service



Apprenticeships for Your Teams





Business Administrator Level 3

Overview





Business Administrator Level 3

Overview

The Business Administrator Level 3 apprenticeship provides the opportunity for team members to grow and develop their skills towards management capabilities.

On completion of the standard, learners will be able to demonstrate a range of leadership skills, customer and product knowledge as well as industry knowledge, skills and behaviours.

Key responsibilities may include:

- Coaching and supporting peers
- Providing outstanding service to customers and colleagues alike
- Maintaining and improving administrative services
- Managing resources

Programme delivery

Programme length

15 months (on average) plus End-point Assessment (EPA).

Delivery method

Programme delivered Lifetime's blended learning approach.

Blended learning

Facilitated learning: Learners complete learning sessions with their Lifetime Learning Coach every 4-6 weeks.

Self-study: Learners are expected to carry out self-study using Lifetime's online learning platform.

Virtual sessions: Carried out between the Learner and their Lifetime Learning Coach.

Contact: Learners have access to their Lifetime Learning Coach via email, phone and online learning platform.



Programme modules

The delivery model is broken down over 13 topics:

1. Personal Development

2. Interpersonal Skills and Communication

3. Planning and Organising

4. Team Building and Personal Skills

5. Organisation and Business Fundamentals

6. Value of Skills

7. Managing Own Performance

8. Process Management

9. Project Management

10. Stakeholder Requirements and External Factors

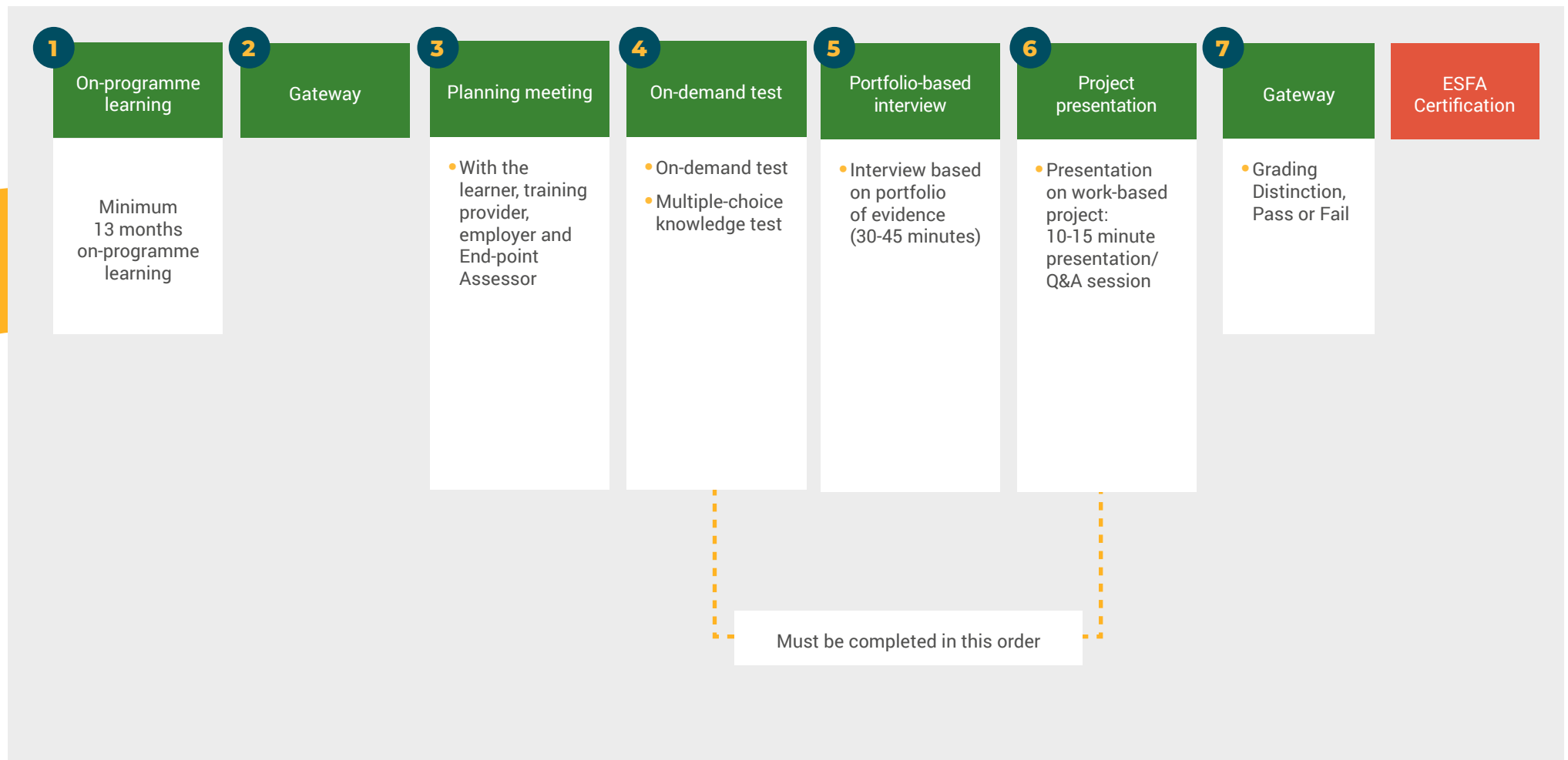
11. Quality Assurance

12. Record and Document Production

13. Regulations, Policies and Procedures



End-point Assessment journey





Professional coaching programme

Coaching Professional Level 5 Apprenticeship



Coaching Professional Level 5

Overview

The Coaching Professional Level 5 Apprenticeship is for anyone in a coaching role who helps individuals identify their goals through engaging with them in meaningful, skilled and authentic sessions. A Learning and Development Coach will lead coaching through a non-directive approach, assisting individuals to discover their potential through profound listening and questioning.

On completion, delegates will use enhanced listening and questioning skills to increase individuals' and teams' self-awareness, enabling them to evaluate their own and others' strengths and development areas.

Key responsibilities may include:

- Increasing performance of individuals and teams
- Learning and Development
- Resource management
- Stakeholder and relationship management
- Operations managerial performance
- Soft skills/ personal development aligned to project delivery

Programme delivery

Programme length

15 months (on average) plus End-point Assessment (EPA).

Delivery method

Programme delivered virtually via:

- 1-1 learning sessions
- 27 online workshops (webinars)
- 15 hours of coaching triad session
- Minimum for closed cohort is 12 delegates

Blended learning

Facilitated learning: Delegate's complete learning sessions with their Learning and Development Coach every 12 weeks.

Self-study: Delegates are expected to carry out self-study using Lifetime's online learning platform.

Virtual sessions: Carried out between the delegate and their Lifetime Learning and Development Coach.

Contact: Delegates have access to their Lifetime Learning and Development Coach via email, phone and online learning platform.



Programme modules

The delivery model is broken down over 10 topics:

1. Your Positive Impact

2. What is Coaching

3. The Mind Wonder

4. Reflections

5. Structuring Sessions

6. Budding Emotions

7. Communication Counts

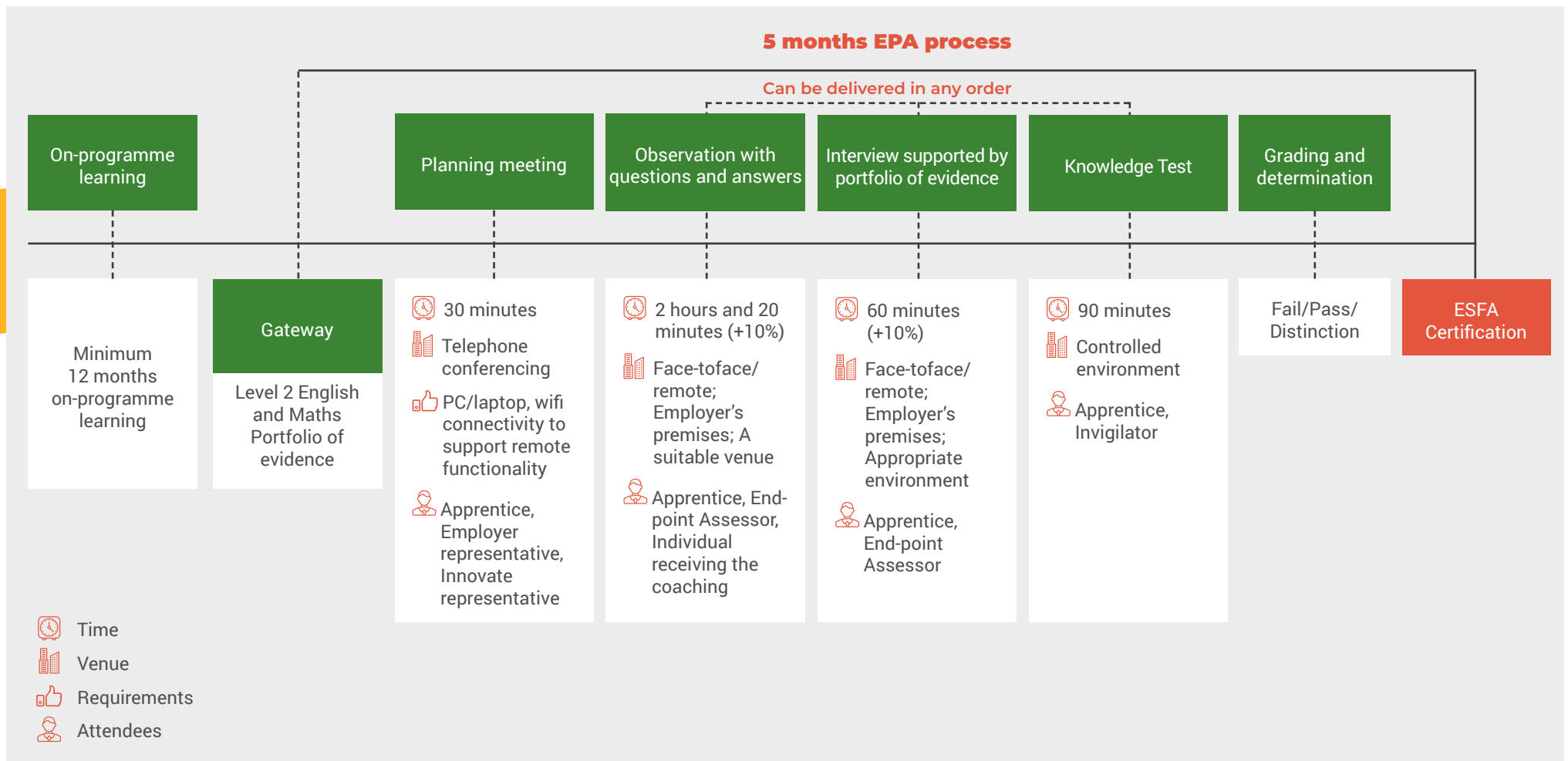
8. Awareness and Interventions

9. Emerging in Culture and High Values

10. Leading Coaching Outcomes



End-point Assessment journey





HR Support Level 3

Overview



A man and a woman are shown in a professional setting, looking at documents together. The man is on the left, wearing a dark blue suit jacket over a yellow shirt. The woman is on the right, wearing a pink hijab and a matching pink top. They are both looking down at a document held by the man. The background is slightly blurred, showing what appears to be an office environment. The image is partially covered by a large green and blue geometric shape in the bottom left corner.

HR Support Level 3

Overview

The HR Support Level 3 programme is for People Professionals that deliver front line support to managers and employees. Their work is likely to include handling day to day queries and providing HR advice and working on a range of HR processes whilst ensuring they always comply with company policy and current law.

On completion, delegates will have developed a clear understanding of the business situation through appropriate questioning and active listening, and will be able to apply HR legislation, policies and procedures relevant to their role. They will be able to provide advice and guidance that are appropriate to the business context whilst building the skills of managers in dealing with HR matters.

Key responsibilities may include:

- Striving for a better workplace for all, working closely with managers
- Arranging employee recruitment and championing diversity
- Dealing with employee records
- Organising and advising on disciplinary procedures
- Overseeing employee relations
- and services including welfare and counselling
- Organising training and development initiatives
- Ensuring pay and benefits are correct for each employee

Programme delivery

Programme length

13 months (on average) plus End-point Assessment (EPA).

Delivery method

- Programme delivered via 1-1 facilitated learning sessions
 - Virtual Learning platform
-

Blended learning

Facilitated learning: Delegates complete learning sessions with their HR Coach every 4-6 weeks.

Self-study: Delegates are expected to carry out self-study using Lifetime's online learning platform.

Virtual sessions: Carried out between the delegate and their HR Coach.

Contact: Delegates have access to their HR Coach via email, telephone and Lifetime's online learning platform.

Practice Assessments: Delegates will complete practice assessments and assignments at agreed milestones across the programme.



Programme modules

The delivery model is broken down over 7 topics:

1. Personal Development

2. Effective People Professionals

3. Your Role in the Organisation

4. People Analytics

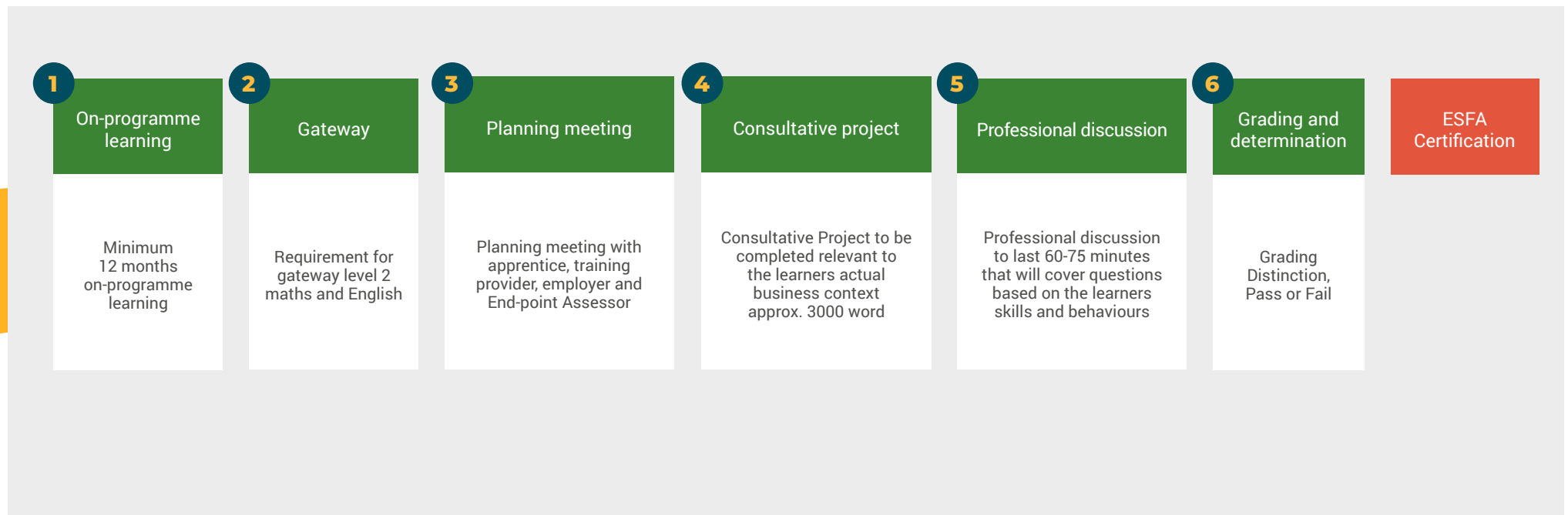
5. Employee Relations

6. Business Partnering

7. Career Development



End-point Assessment journey





HR Partner Level 5

Aligning to the HR Consultant Level 5 Apprenticeship Standard



A man in a blue suit and yellow shirt, and a woman in a pink hijab and red top, are looking at a document together. The image is partially obscured by a large green and blue geometric shape in the bottom left corner.

HR Partner Level 5

Overview

The HR Partner Level 5 programme is for people professionals who are involved in providing solutions to people challenges within a business, giving advice to managers and others about HR matters. They are likely to be in a middle to senior level role. Decision making and influencing will be key skills in their position, ensuring that best practice is followed. They may be part of a team, or heading up a team with responsibility for managing people.

On completion, delegates will demonstrate a range of excellent 'People Professional' knowledge, skills, and behaviours.

Key responsibilities may include:

- Providing support and advice to the senior management team across a range of HR areas
- Making decisions and recommendations on people initiatives
- Influencing managers on introducing good people practices into the organisation
- Improvising and adapting to organisational changes as and when they arise
- Developing, revising, and implementing HR policies and procedures
- Ensuring HR programmes and services are in compliance with established policies and procedures and UK laws and regulations
- Developing methods for compiling and analysing people data for reports

Programme delivery

Programme length

18 months (on average) plus End-point Assessment (EPA).

Delivery method

- Programme delivered via 1-1 facilitated learning sessions
- Lifetime's online learning platform
- 2 x Residential Skills Days
- 5 x Webinars

Blended learning

Facilitated learning: Delegates complete learning sessions with their HR Coach every 4-6 weeks.

Self-study: Delegates are expected to carry out self-study using Lifetime's online learning platform.

Virtual sessions: Carried out between the delegate and their HR Coach.

Contact: Delegates have access to their HR Coach via email, telephone and Lifetime's online learning platform.

Practice Assessments: Delegates will complete practice assessments and assignments at agreed milestones across the programme.



Programme modules

The delivery model is broken down over 6 mandatory topics and 1 optional topic:

1. Professional Behaviours & Valuing People

2. Organisational Performance & Culture in Practice

3. Talent Management and Workforce Planning

4. Evidence-based Practice

5. Employment Relationship Management

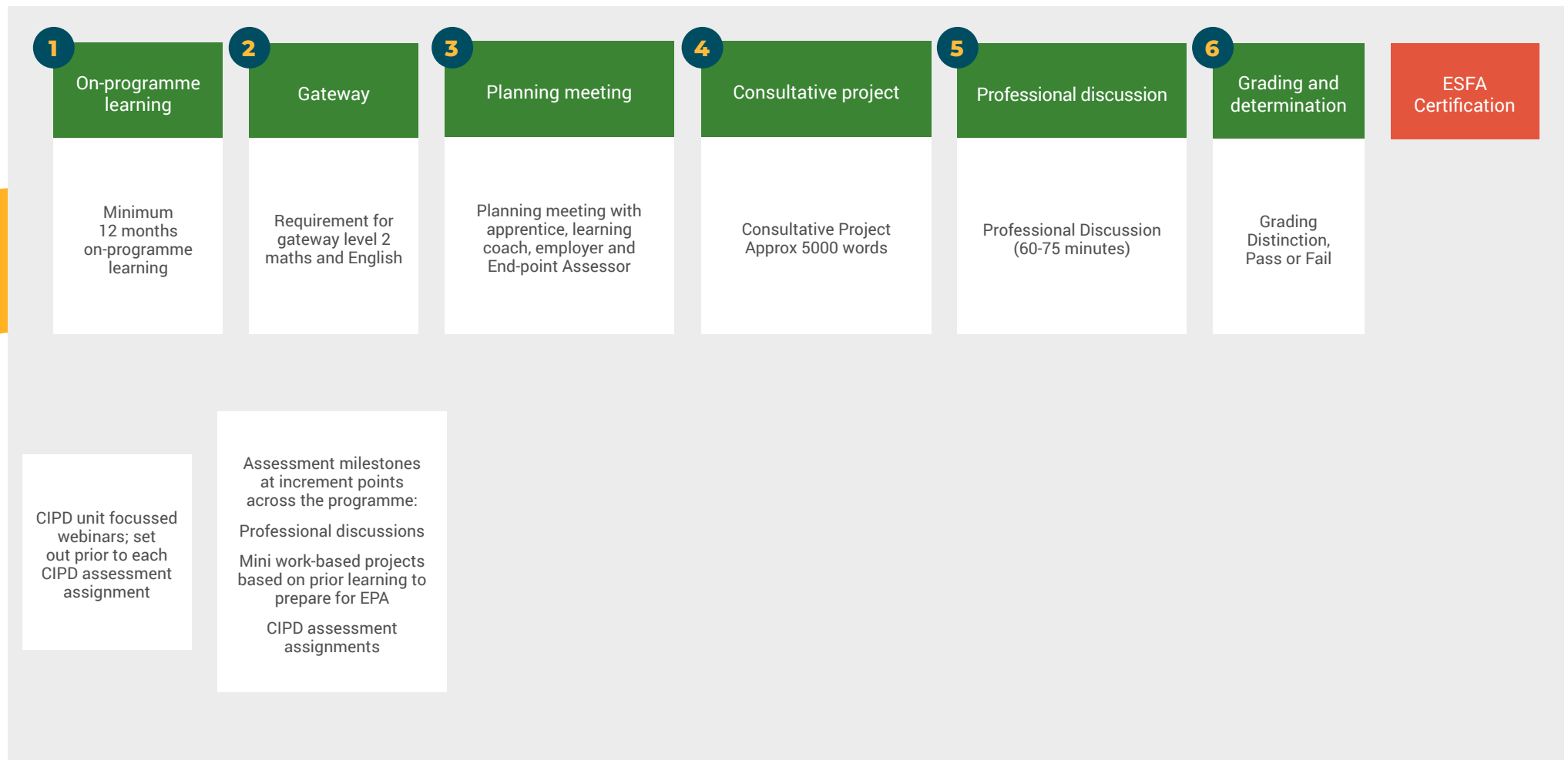
6. Reward for Performance and Contribution

CIPD unit options:

- Specialist Employment Law
- Learning and Development Essentials
- Advances in Digital Learning & Development
- People Management in an International Context
- Diversity & Inclusion
- Leadership & Management Development
- Well-being at Work



End-point Assessment journey



Supporting Your Learners



Incorporating 20% off-the-job



All off-the-job interactions between the learner and Coach are automatically captured on Aptem. They are organically monitored and visible on the dashboard.

Activities may include:

- Learning new skills by shadowing other members of the team
- Personal development discussions to plan new learning
- Employer induction or training courses relevant to the apprenticeship
- Writing reflective journals
- Role-playing or simulation exercises
- Writing assignments and completing projects
- Industry visits or conference attendance relevant to the apprenticeship

Additional Support for Your Learners

Additional Social Needs

We support learners struggling with a variety of social, emotional and mental health difficulties.

How we support:

- Additional calls when needed
- Provide advice and support
- Self help and CBT guidance
- Virtual learning sessions on topics such as: Personal Finance, Assertiveness and Healthy Living
- Supporting learners with GP initial call
- In extreme cases pay for up to 6 counselling sessions with Wellbeing Solutions Management

Additional Learning Needs

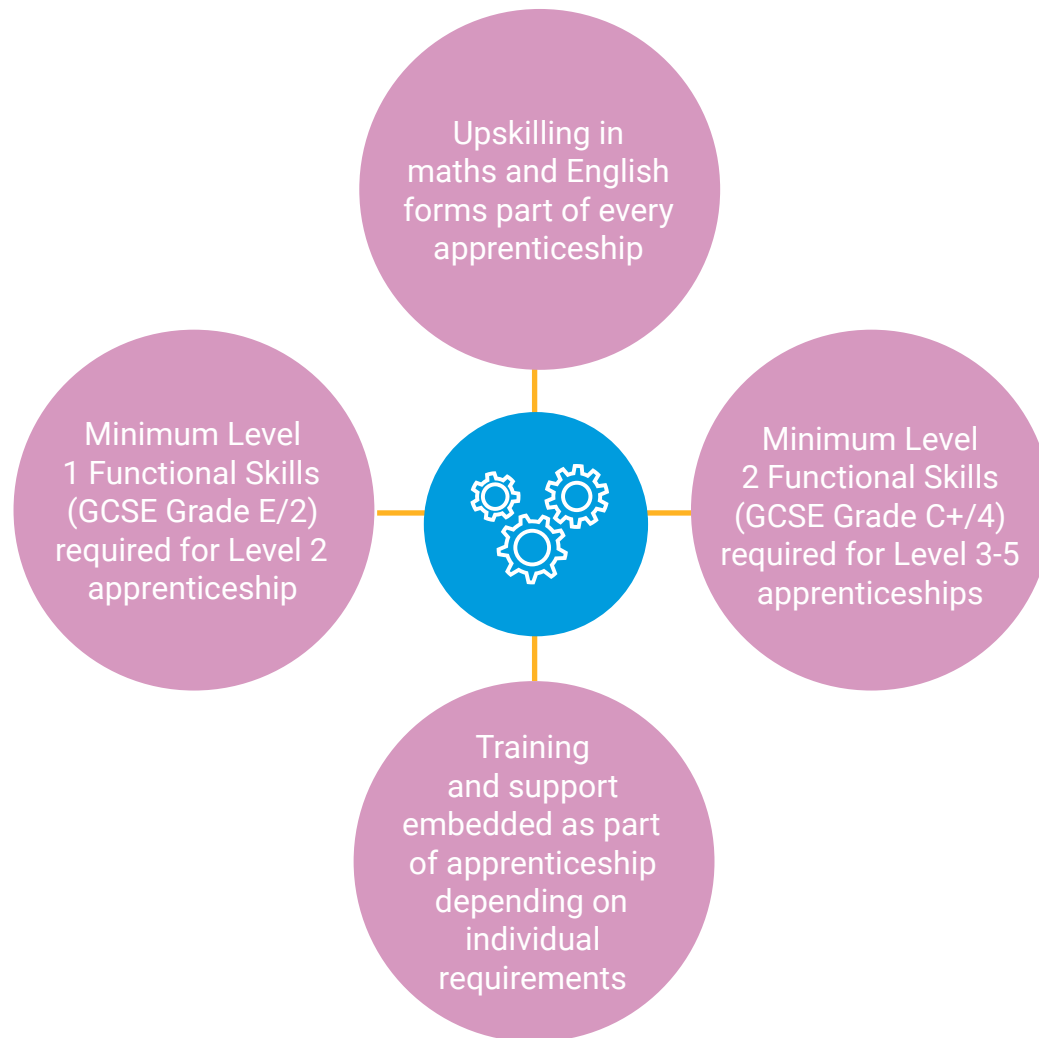
We can support learners who have been formally diagnosed – as well as those who have not but disclose a need for support. Alternatively our coaches can identify and refer learners for support at any stage of the programme.

How we support:

- Coach support via emails, video calls and telephone calls, or in person
- Access Arrangements E.G. additional time or assessments, a person to read text aloud, or a scribe to write for the learner
- Offer weekly Virtual Learning sessions covering learning strategies, coping mechanisms and guidance on maximising learning

Functional Skills

Individuals who do not hold qualifications in maths and English will be supported to achieve these as part of the apprenticeship.



Supporting You and Your Managers

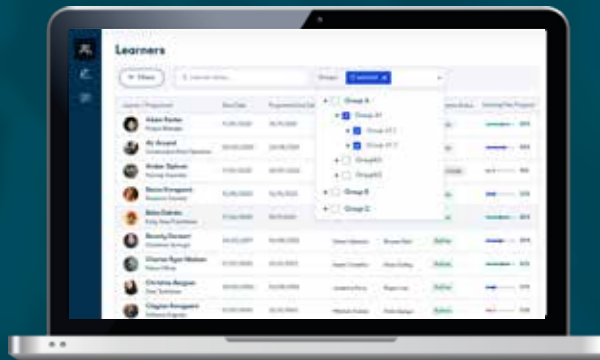


High-Quality Online Platform



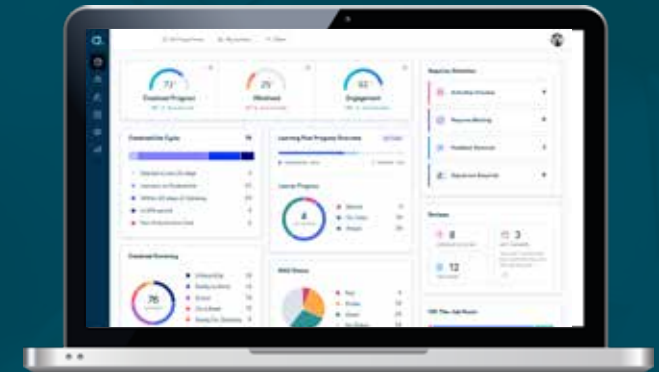
Learner

- One system, one login
 - Easy direct communications with Coach
- Clear learning plans



Manager

- No more paperwork
 - Instantly see how learners are progressing
- Visibility of independent and off-the-job learning



HR

- Live real-time reporting
 - Monitor KPIs
- View progression by cohort, programme or site

Manager Support and Commitment

Manager support sessions

- Webinars for line managers
- Outlining benefits of programmes
- Suitability and eligibility
- Commitment and support available

Manager guides

Branded guides bespoke to your organisation containing details of the Apprenticeship Standard, learning platform and reporting.

Aptem

A complete end-to-end eLearning platform that is easy to use with powerful insights and extensive reporting.

Line managers should be committed to:

- Supporting and mentoring their apprentice
- Providing time during working hours for training and development
- Supporting the learner and Coach to capture 20% Off-The-Job Training
- Reviewing progress with the learner and Coach every 4-6 weeks
- Communicating regularly with the Lifetime Coach
- Coaching to develop skills and behaviours aligned to the apprenticeship
- Checking and updating Aptem to monitor learner's work

Learner Support and Commitment

We're here to support your learners:

Support Advisors

Led by our Customer Experience Director and Head of Operational Services, our Customer Support Advisors are focused on resolving learner support issues in one touchpoint. This allows us to achieve:

- One point of contact for learners with queries
- High levels of consistent customer service
- Timely response
- Increased learner retention
- Dedicated support

Life Skills Community

24h access to additional learning resources on topics including Money Skills, Digital Literacy, Online Safety, Equality & Diversity, Employment Skills, Learning & Development Skills, and Mental Health & Wellbeing.

English and Maths Coaches

Specialist English and Maths Coaches (EMCs) to support with Functional Skills. This allows our Learning Coaches to focus on the industry relevant delivery of the programme.

Your learner should be committed to:

- Working hard and pushing forward with own development
- Completing independent learning and development within agreed timescales
- Attending scheduled sessions with Lifetime Coach
- Keeping Lifetime Coach updated with key information and giving 48h notice to re-schedule sessions
- Updating Aptem profile with progression and completed work

Market Leading Recruitment Service

Candidate Led Approach

No. 1

in the UK for
Apprentice
Recruitment

Up to
1,200 applicants
per month

Lifetime's job
board generates
over 40,000
views per month

4,800+
apprentices placed
annually

77%
retention rate for
recruited apprentices

An Inclusive Process

Diversity

Access to diversity champions network, BAME alliance and dedicated recruitment platforms

We are also a BAME Apprenticeship Alliance Patron Member

Inclusivity

Unbiased job adverts utilising language that's inclusive to all people regardless of gender identity, age, race, religion, geography and disability

Social Mobility

Supporting apprentices from diverse backgrounds to enter training and gain further opportunities through apprenticeship training

3 Step Process

1

Manager identifies
suitable vacancy

Informs Lifetime who advertise
position across all channels

2

Lifetime will shortlist
candidates and coordinate
interviews with Manager

3

Manager chooses suitable
candidate and offers position

Lifetime organise sign-up
visit within first few weeks

**Thank you for your time.
Any questions?**

