



THE
LEARNING
FOUNDRY

BUSINESS QUALIFICATIONS

UPSKILL YOUR WORKFORCE
OR RECRUIT NEW TALENT





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At The Learning Foundry we understand that whatever an organisation's size, its people are fundamental to its success. By having the right people with the right skills, businesses can be confident they have strong foundations to grow and be successful.

Whether you're looking to bring new talent to your team, recruit an apprentice, or upskill your existing employees, we will work closely with you to understand your individual training and recruitment requirements.

OFSTED rated 'Good' with over 25 years' experience, our full service approach to training and industry specific business apprenticeship programmes take the hassle out of recruiting new staff and developing your workforce.

What do we offer?

The Learning Foundry offers a range of business apprenticeships including:

- Diploma for Leaders and Managers (Level 5)
- Diploma for Managers (Level 3)
- Diploma in Business Administration (Level 3)
- Diploma in Business Administration (Level 2)
- Diploma in Customer Service (Level 2).



Making talent shine

What levels are there?

There are various levels of apprenticeships available depending on current skills and qualifications. Apprenticeships have equivalent educational levels:

Name	Level	Equivalent educational level
Intermediate	2	5 GCSE passes at grades A*-C (9-4)
Advanced	3	2 A level passes
Higher	4, 5, 6 and 7	Foundation degree and above
Degree	6 and 7	Bachelor's or master's degree

All apprenticeships include elements of on-the-job and off-the-job training, leading to recognised standards or qualifications. Some apprenticeships will require an assessment at the end of their programme to assess the apprentice's ability and competence in their job role.

Who are the qualifications for?

Level 5 Management

For individuals who manage teams and are responsible for achieving operational or departmental goals.

Level 3 Management

For aspiring professionals taking their first steps into management or those with some experience of managing a team.

Level 3 Business Administration

For individuals who work in administrative roles or people who want to improve their supervisory skills.

Level 2 Business Administration

For individuals who work in an administrative support roles and are looking to further develop their skills or progress to more senior administrative roles.

Level 2 Customer Service

For individuals who want to develop their skills to work effectively in Customer Service or related sectors, eg contact centre and sales.

Apprenticeship Funding

The costs payable will either be fully covered by your levy contributions if you have a wage bill exceeding £3m, or you'll pay just 5% if you are not a levy payer. If your apprentice is aged 16-18 and you employ fewer than 50 staff you will pay nothing at all.

Why recruit an apprentice?

- 96% of employers that take on an apprentice report benefits to the business
- No recruitment fees – The Learning Foundry will find the ideal candidate for you
- Attract new talent and help with your succession planning
- Maximise the benefit you receive from your levy contributions.

Why choose The Learning Foundry?

- Established training provider with a social purpose - we invest our profits in our learners
- High quality training, rated 'Good' by Ofsted
- We offer bespoke training programmes, tailored to meet your individual business needs
- We have a team of highly professional, industry experienced tutors who understand what it takes for your business to succeed.



Level 5

DIPLOMA FOR LEADERS AND MANAGERS

Overview

Occupational profile

Ideal for professionals who manage teams or projects and are responsible for achieving operational or departmental goals.

Duration

24 months minimum.

Entry requirements

To undertake this programme learners must be practicing or aspiring middle managers who have the opportunity to meet the assessment demands and have a background that will enable them to benefit from the qualification. They must hold 5 GCSE's (grade A* - C / 9-4) or achieve level 2 in English and Maths during initial assessment.

Qualification

Learners will achieve the Level 5 ILM Diploma for Leaders and Managers.

Progression route

This qualification allows learners to progress in their career or to the following ILM qualifications:

- ILM Level 6 Award in Management
- Chartered Manager Degree Apprenticeship (England only)
- ILM Level 7 qualifications in Management and Leadership.

End point assessment

To successfully pass the programme, end point assessment will be undertaken as follows:

- Assessment of knowledge using scenarios, questions and responses
- Assessment through a competency based interview
- Assessment of portfolio of evidence
- Presentation on work based project with question and answer session
- Continuing professional development (CPD) log reviewed and professional discussion.

Results for Learner

- Develop ability to lead, motivate, inspire and drive better results
- Use core management techniques to provide practical leadership and operational management skills
- Benchmark managerial capability against other professionals
- Raise profile within the organisation.

Impact for Employer

- Learning and development delivered in line with the latest apprenticeship standards and tailored to meet your individual business objectives and goals.
- Motivated, highly professional staff who are fully equipped to deal with all aspects of management to drive your business and workforce forward.

Accredited by:

*Institute of
Leadership and Management*



Unit summary

Diploma for Leaders and Managers (Level 5)

To achieve the Diploma for Leaders and Managers learners must achieve all 17 units.

Unit Title	Level
Knowledge Units	
Leading people	5
Managing people	5
Building relationships	5
Communication	5
Operational management	5
Project management	5
Finance	5

Delivery Options

Delivery of all programmes can be tailored to meet your individual business requirements. Examples of delivery options include:

- Monthly 1-1 assessor visits
- Monthly or six weekly workshops covering the skills and knowledge topics that meet both learner and business needs (minimum of 6 learners per workshop if delivered at employer premises)
- End Point Assessment preparation workshops
- A range of learning resources through free studying membership with ILM
- Workbook resources and assessor support
- Progress reviews with assessor, learner and manager
- End Point Assessment (EPA).

Unit Title	Level
Skills Units	
Leading people	5
Managing people	5
Building relationships	5
Communication	5
Operational management	5
Project management	5
Finance	5

Combined Knowledge and Skills Units	Level
Self-awareness	5
Management of self	4
Problem solving and decision making	5





Level 3

DIPLOMA FOR MANAGERS



MANAGEMENT

Overview

Occupational profile

Ideal for aspiring professionals taking their first step into management or those with some experience of managing a team or project and wanting to enhance their skills and knowledge.

Duration

18 months.

Entry requirements

To undertake this programme learners must be practicing or aspiring managers who have the opportunity to meet the assessment demands and have a background that will enable them to benefit from the qualification. They must hold 5 GCSE's (grade A* - C / 9-4) or achieve level 2 in English and Maths during initial assessment.

Qualification

Learners will achieve the ILM Level 3 Diploma for Managers.

Progression route

Learners could progress to the ILM Level 5 Diploma for Leaders and Managers.

End point assessment

- Assessment of knowledge through multiple choice tests, questions and responses
- Assessment of competency through a competency based interview
- Assessment of portfolio of evidence
- Continuing Professional Development (CPD) log reviewed and professional discussion.

Results for Learner

- Develop ability to lead, motivate and inspire to achieve better results
- Use core management skills to provide practical and operational management skills
- Benchmark managerial capability against other professionals
- Raise professional profile within the organisation.

Impact for Employer

- Learning and development delivered in line with the latest apprenticeship standards and tailored to meet your individual business objectives and goals.
- Motivated, highly professional staff who are fully equipped to deal with all aspects of management to drive your business and workforce forward.



Unit Summary

To complete the Diploma for Managers learners must achieve all 17 units and on screen knowledge tests.

Unit Title	Level
Knowledge Units	
Leading people	3
Managing people	3
Building relationships	3
Communication	3
Operational management	3
Project management	3
Finance	3

Unit Title	Level
Skills Units	
Leading people	3
Managing people	3
Building relationships	3
Communication	3
Operational management	3
Project management	3
Finance	3

Combined Knowledge and Skills Units	Level
Self-awareness	3
Management of self	3
Problem solving and decision making	3

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 Institute of
 Leadership and Management



Delivery Options

Delivery of all programmes can be tailored to meet your individual business requirements. Examples of delivery options include:

- Monthly 1-1 assessor visits
- Monthly or six weekly workshops covering the skills and knowledge topics that meet both learner and business needs (minimum of 6 learners per workshop if delivered at employer premises)
- A range of learning resources through free studying membership with ILM
- Workbook resources and assessor support
- Progress reviews with assessor, learner and manager
- End Point Assessment preparation workshops
- End Point Assessment (EPA).



Level 3

DIPLOMA IN BUSINESS ADMINISTRATION



Overview

Occupational profile

Ideal for individuals who work in administration or want to improve their administration or supervisory skills. Learners will be responsible for implementing, maintaining and improving administration services. They will engage with different parts of the business and demonstrate strong communication skills and the ability to problem solve and manage priorities.

Duration

18 months.

Entry requirements

To undertake this programme learners will be working in an administrative role and have the opportunity to meet the assessment demands that will enable them to benefit from the qualification. They must hold 5 GCSE's (grade A* - C / 9-4) or achieve level 2 in English and Maths during initial assessment.

Qualification

Learners will achieve the City and Guilds Level 3 Diploma in Business Administration.

Progression route

Learners could progress to a Team Leader/ supervisor qualification.

End point assessment

- Knowledge test
- Portfolio-based interview
- Project / improvement presentation.

Results for Learner

- Develop the essential skills needed to succeed in a business environment
- Gain a thorough understanding of the principles of administration
- Contribute to the improvement of business performance
- Ability to manage personal and professional development.

Impact for Employer

- Learning and development delivered in line with the latest apprenticeship standards and tailored to meet your individual business objectives and goals.
- Motivated, highly professional staff who are fully equipped to deal with all aspects of administration and improve internal systems and processes.



Unit summary

To complete the Business Administration Diploma learners must achieve all 7 mandatory units and 1 optional unit.

Mandatory Units	Optional (Learners must select one unit)
Principles of business administration	Providing services in an administrative environment
Personal and professional development	Legal administration
Managing performance	Medical administration
Your organisation	Social media for business
Communication in a business environment	Marketing and sales
Project management	Human resources environment
ICT for business	Providing administration in the educational environment

Delivery Options

Delivery of all programmes can be tailored to meet your individual business requirements. Examples of delivery options include:

- Monthly 1-1 assessor visits
- Workbook resources and assessor support
- Progress reviews with assessor, learner and manager
- Workshops covering the skills and knowledge topics that meet both learner and business needs
- End Point Assessment preparation workshops
- End Point Assessment (EPA).

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City and Guilds





Level 2

DIPLOMA IN BUSINESS ADMINISTRATION



Overview

Occupational profile

Ideal for individuals who work in an administrative role including receptionists, personal assistants and office juniors who are looking to develop their skills further or progress to more senior administrative roles.

Duration

12 months.

Entry requirements

To undertake this programme learners must be working in an administrative role and have the opportunity to meet the assessment demands that will enable them to benefit from the qualification. They must hold 5 GCSE's (grade A* - E / 9-3) or achieve level 1 in English and Maths during initial assessment.

Qualification

Learners will achieve the City and Guilds Level 2 Diploma in Business Administration.

Progression route

Learners could progress to a Level 3 Diploma in Business Administration.

Results for Learner

- Gain a thorough understanding of the organisation, it's mission and goals
- Understand the principles of providing administration
- Have the confidence and ability to communicate professionally in a business environment
- Develop productive working relationships with colleagues.

Impact for Employer

- Learning and development tailored and delivered to meet your individual business objectives and goals.
- Motivated, highly professional staff who have a good understanding of all aspects of administration.



Unit summary

To complete the Business Administration Diploma learners must achieve all 6 mandatory units and a range of optional units.

Mandatory Units	Optional
Communication in a business environment	There are over 50 optional units to choose from, some examples include:
Principles of providing administrative services	Produce business documents
Principles of business document production and information management	Contribute to the organisation of an event
Understand employer organisations	Administer finance
Manage personal performance and development	Administer human resource record
Develop working relationships with colleagues	Analyse and present business data
	Principles of digital marketing
	Exploring Social Media

Delivery Options

Delivery of all programmes can be tailored to meet your individual business requirements. Examples of delivery options include:

- Monthly 1-1 assessor visits
- Workbook resources and assessor support
- Progress reviews with assessor, learner and manager
- Workshops covering the skills and knowledge topics that meet both learner and business needs.

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Level 2

DIPLOMA IN CUSTOMER SERVICE



Overview

Occupational profile

Ideal for individuals who work in Customer Services or related sectors e.g. Contact centre and sales, providing customer service through face-to-face, telephone, digital and written communication.

Duration

12 - 18 months.

Entry requirements

To undertake this programme learners must be working in a customer services role and have the opportunity to meet the assessment demands that will enable them to benefit from the qualification. They must hold 5 GCSE's (grade A* - E / 9-3) or achieve level 1 in English and Maths during initial assessment.

Qualification

Learners will achieve the City and Guilds Level 2 Diploma in Customer Service.

Progression route

Learners could progress to a Level 3 Diploma in Business Administration or Level 3 Diploma in Customer Service.

End point assessment

End point assessment will be undertaken as follows:

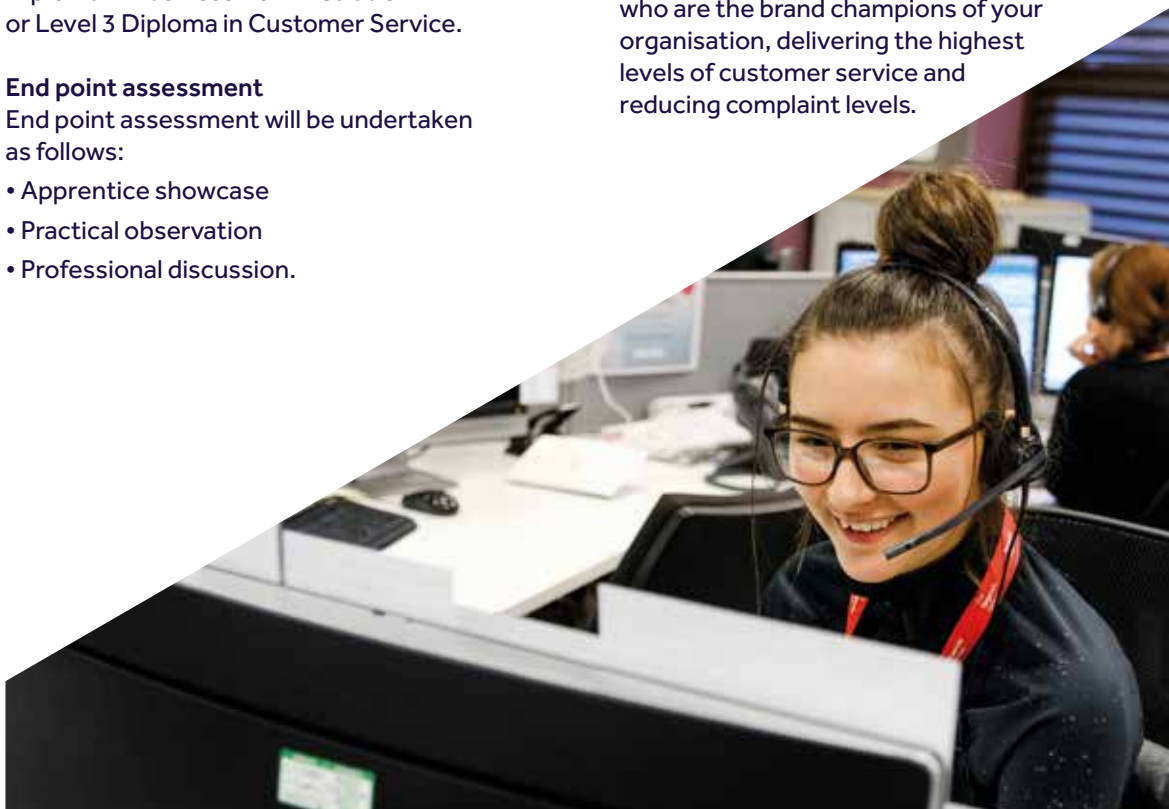
- Apprentice showcase
- Practical observation
- Professional discussion.

Results for Learner

- Gain a thorough understanding of customer service principles and practices - including customer experience and feedback, internal and external customers, and needs and priorities
- Understanding of business principles and practices - including brand promise, core values, complaints process, internal policies and legislation and regulatory requirements
- Improved customer service skills - including building rapport and trust, conflict management and influencing and reinforcement techniques
- Enhanced communication skills including interpersonal, tone of voice and verbal and non-verbal communications and the ability to confidently communicate in a professional environment
- Ability to utilise customer service tools and resources and effectively evaluate customer service levels.

Impact for Employer

- Learning and development tailored and delivered to meet your individual business objectives and goals.
- Motivated, highly professional staff who are the brand champions of your organisation, delivering the highest levels of customer service and reducing complaint levels.



Unit summary

To achieve the Diploma in Customer Service (Level 2) learners must complete all mandatory units and one module from the optional units.

Mandatory Units	Optional Units
Developing self to achieve targets and goals	Working in a sales environment
Recognition of regulations and legislation within own organisation	Working in an administrative environment
Principles of Business	Working in a contact centre environment
Contribute to a customer focused experience	Customer service principles
Provide customer service	Working in a retail environment
Manage customer expectations	Social media in a work environment
	Fundamentals of marketing

Delivery Options

Delivery of all programmes can be tailored to meet your individual business requirements. Examples of delivery options include:

- Monthly 1-1 assessor visits
- Workbook resources and assessor support
- Progress reviews with assessor, learner and manager
- Workshops covering the skills and knowledge topics that meet both learner and business needs
- End Point Assessment preparation workshops
- End Point Assessment (EPA).

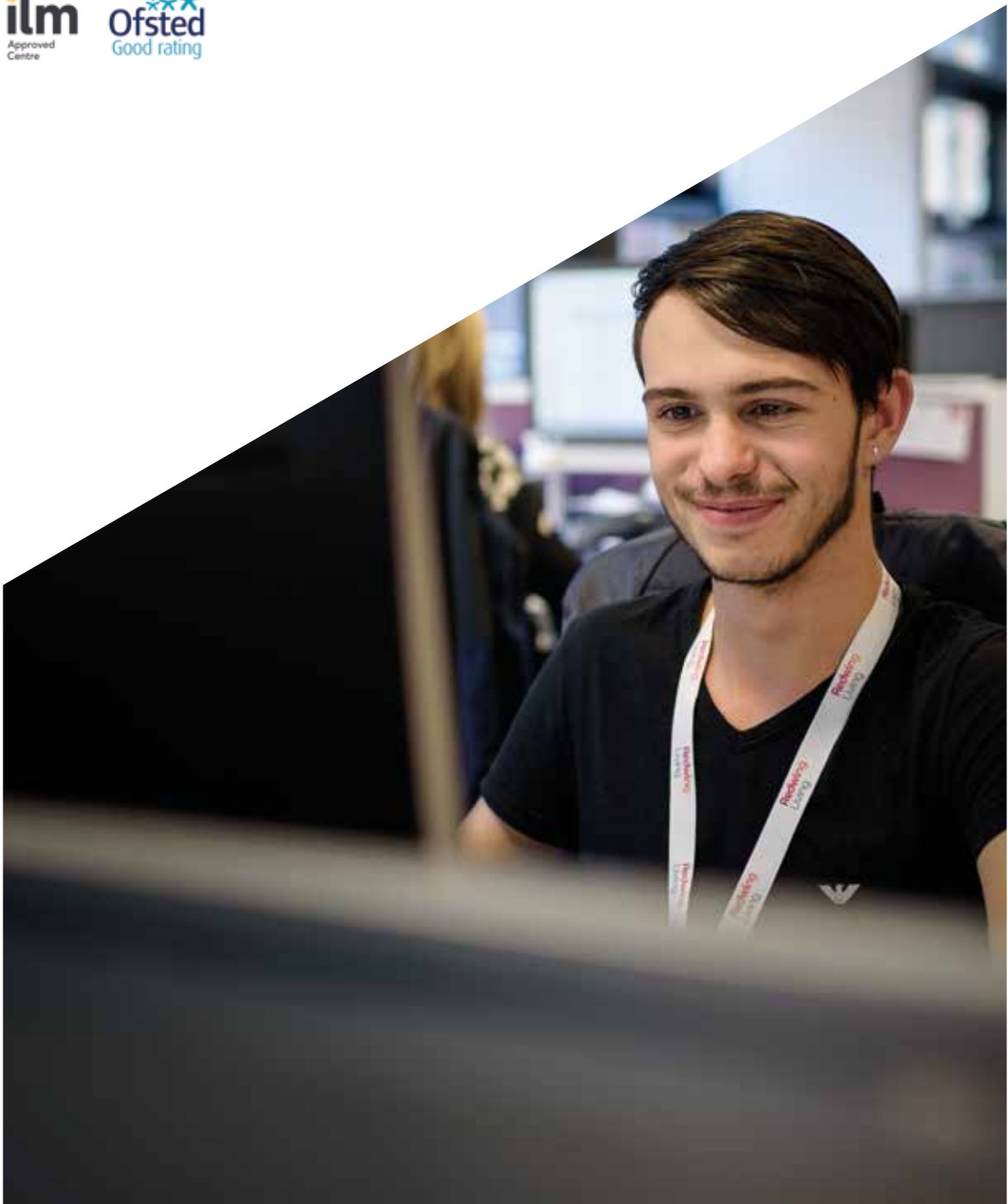
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The Learning Foundry
**COMMERCIAL
TRAINING**

With over 35 one or two day courses, The Learning Foundry can offer bespoke commercial training sessions tailored to meet your individual business needs. Our interactive workshops cover a range of topics including Leadership and Management, Customer Service, Health and Wellbeing plus many more.



Contact

FIND OUT MORE

For further information or to arrange a FREE levy health check or training needs analysis please contact

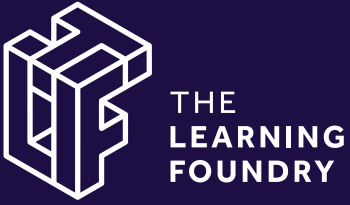
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