



Learn PLUS US

Business Services Apprenticeships

Course Catalogue

LEARN | ACHIEVE | EXCEL

LEARNPLUSUS.CO.UK

Who we are

Learn, Achieve, Excel with Learn Plus Us

We deliver a range of training services to help people achieve their personal, employment and business goals.

Learn Plus Us is an apprenticeship and skills training provider, approved by the Education and Skills Funding Agency (an agency with the Department for Education) to deliver apprenticeships and work-based learning in England.

We have been in operation since 2009 and during this time have built an established reputation as a reliable and quality-driven training provider in London and since 2020 throughout England.

Learn Plus Us works together with employers and individual learners to design and deliver training that meets their needs.

Follow us on social media to keep up to date with our current news and offers.

OUR MISSION

Our mission is to empower individuals to learn, achieve and excel.

OUR VISION

Our vision as a leading training provider, is to offer innovative and high-quality learning experiences. We support all learners to excel regardless of their background or prior attainment.

OUR VALUES

We are committed to the welfare and holistic development of our learners. This includes those who have not had opportunities to achieve their educational goals and those who aspire to pursue new career opportunities. It is this focus that guides our business from the strategic decisions we make through to the day-to-day support we provide to our staff, learners, and employers.

All staff at LPU strive to create an environment that is both nurturing and challenging so that learners can discover their own unique way of learning whilst gaining the confidence and life skills to succeed.

Contents

Our Delivery Methods	04
Enrolment Timeline	05
Systems	05
End Point Assessment	06
Our Business Services Apprenticeships	07
Apprenticeships Explained	28
INFORMATION FOR EMPLOYERS	
What to Expect	31
Funding	32
Off-the-Job Training	34

DELIVERY



WEBINARS

Delivered via the Microsoft Teams platform for a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The tutor will deliver a session on a particular topic and the apprentice will have the opportunity to have input through discussion using the in-platform chat facility. These webinars count towards their off the job training and will also provide the apprentice with tasks to complete for their apprenticeship learning.



1:1 SESSIONS

Either face to face or remote via Microsoft Teams. This is dedicated time with the tutor to discuss progress and any areas where the apprentice may feel they need extra support or guidance. The tutor will also provide them with feedback on any work that has been set and guide the apprentice towards the next steps in their apprenticeship programme. The tutor can also guide them towards additional resources to stretch their knowledge and understanding of relevant topics. Off the job training is reviewed to make sure the apprentice is on track. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to the OneFile portfolio as evidence towards completion of the apprenticeship.



PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of the line manager. The reviews take place at least every 12 weeks and are intended to provide an update on progress towards completion of the apprenticeship. The line manager will provide input in order to make sure that the apprenticeship is meeting the needs of the employer and that the apprentice is gaining the skills, knowledge and behaviours to improve their working practices. Targets will be set for completion of varying tasks including; developing softer skills or enhancing their maths, English or digital skills. Reviews are usually recorded and then stored on OneFile.



ONEFILE ONLINE COURSES

These online courses are designed to provide essential information to continue to stretch and challenge the apprentice throughout their apprenticeship. These courses also contribute to their apprenticeship standard in conjunction with work set by the tutor. They will help build knowledge and can expand the apprentice's understanding of the industry, as well as contributing to their off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to the apprentice's OneFile account. This can only be accessed by approved Learn Plus Us staff, the apprentice, their line manager. They may also be reviewed by OFSTED and the ESFA during inspections and audit respectively. Group webinars will also be recorded.

ENROLMENT TIMELINE

Learn Plus Us believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, anyone wishing to enrol on one of our apprenticeship programmes must complete the following steps to confirm eligibility:

Potential apprentices will attend an Information, Advice & Guidance (IAG) session with a member of our sales team to discuss their previous qualifications and experiences. They will also discuss their current job role as well as their aims and aspirations for the future. This session allows us to ensure that they are matched to a suitable apprenticeship programme. IAG sessions also provide information about the apprenticeship programme, including; Functional Skills, Off the Job training and End Point Assessment. Following this, they will be sent a welcome email with enrolment details and a link to Century; our dedicated Maths & English platform where they will be invited to complete some initial assessments.

They will then attend a sign-up session with one of our enrolment administrators. During this session they will be guided through the application process, which includes:

- An application form
- Initial assessments (Maths & English)
- Skill Scan
- This is Me form
- Additional Learning Support Application (if required)

Once the sign-up session is complete, the potential apprentice will attend their first teaching and learning session. An individualised training plan is created and shared with the apprentice and their employer confirming their planned start and end dates of the apprenticeship, all learning modules to be delivered along with the planned hours for these and the chosen End Point Assessment organisation.

Learning will commence from the planned start date, and they will be supported throughout the duration of their programme to **learn, achieve and excel**.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where the apprentice will store their evidence, log their off-the-job-training, and track their progress towards achievement. Gone are the days of ring binders and plastic wallets, this is the one stop shop for Apprenticeship programmes.

CENTURY is an award-winning assessment, teaching and learning AI platform that has been developed by a team of experienced teachers, neuroscientists and technologists. This platform is where the apprentice will complete the initial assessments in English and Maths and it is used to determine the starting point for all potential apprentices. It will provide them with an individualised teaching and learning experience based on the results of their initial assessments.

END POINT ASSESSMENT INFORMATION

WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for the minimum duration* of their programme and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is dependent on the chosen EPAO and the standard being studied, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessments will take place. *1 year and 1 day for apprentices working 30+ hours/week. Duration will be extended for apprentices working less than 30 hours/week

Note: Gateway can only be achieved once the following has been met:

- English and Maths at Level 1 (or equivalent) for Level 2 apprenticeships, or Level 2 for Level 3 and above apprenticeships must be achieved
- Completion of knowledge, skills and behaviours
- Completion of the portfolio of evidence
- Required Off The Job Training recorded
- Gateway declaration signed by apprentice, line manager and apprenticeship tutor

WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is the final stage of an apprenticeship and it is made up of a range of synoptic assessments which are completed at the end of the apprentice's learning, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. Once the apprentice has completed all of their assessments, they will be awarded an overall grade (depending on the apprenticeship programme). This will either be; Fail, Pass or Distinction.

Our Business Services Apprenticeships

CUSTOMER SERVICE PRACTITIONER

Level 2 | 15 months

CUSTOMER SERVICE SPECIALIST

Level 3 | 18 months

BUSINESS ADMINISTRATOR

Level 3 | 18 months

TEAM LEADER OR SUPERVISOR

Level 3 | 18 months

OPERATIONS OR DEPARTMENTAL MANAGER

Level 5 | 24 months

Customer Service Practitioner

LEVEL 2

This apprenticeship trains you to provide excellent customer service and can be applied to hundreds of job roles across many different sectors.

Apprentices working towards this level are likely to be in the following roles:

- Customer service trainee
- Assistant
- Representative
- Agent

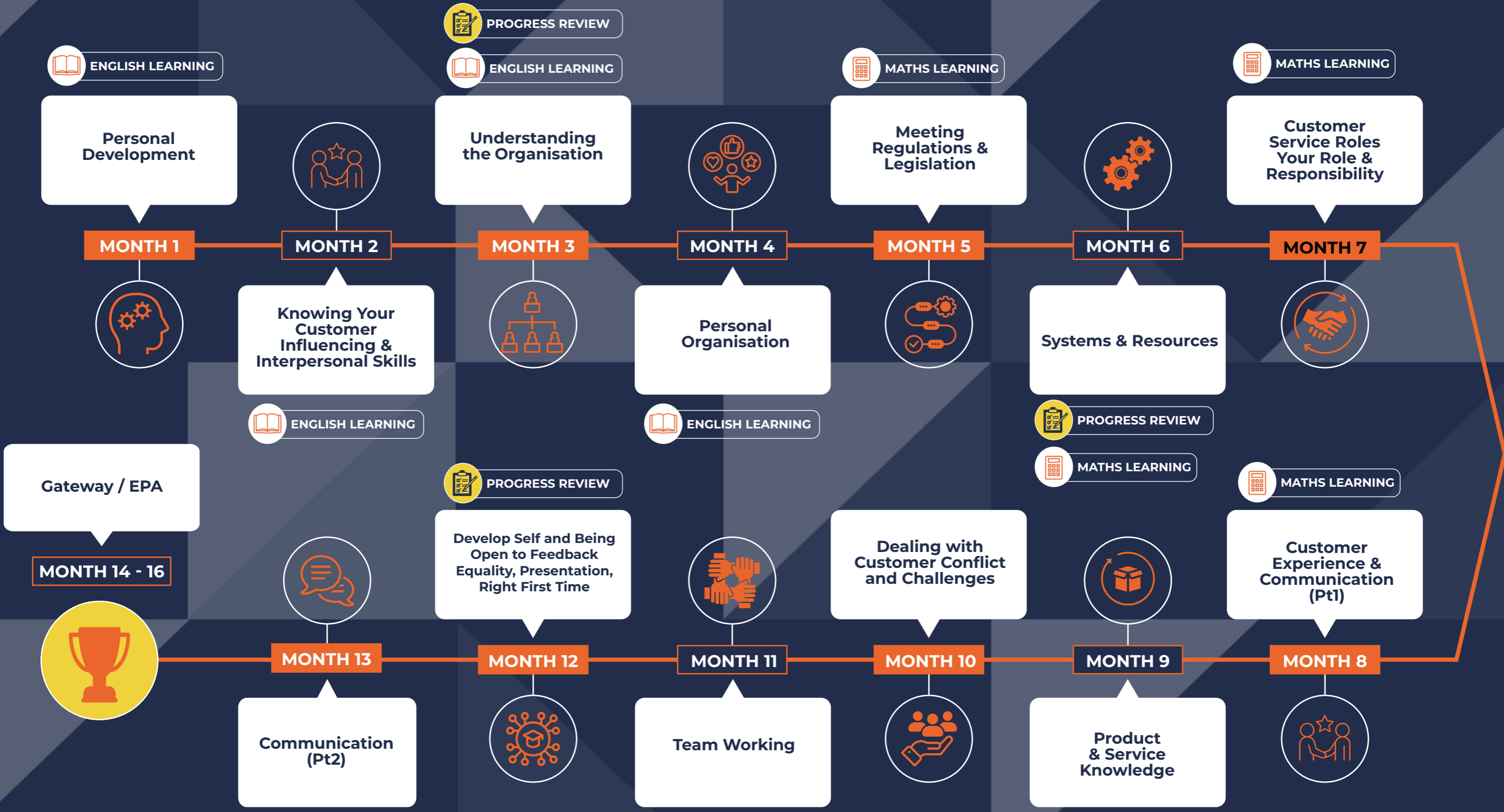
The duties of the apprentice will vary across the business type they are working in, but they will be making sure that customers are dealt with in a positive, reliable and pleasant way – whether that's by offering advice, answering questions or handling complaints.

END POINT ASSESSMENT ELEMENTS

Apprentice Showcase	4500 written report or 45-minute presentation.
Practical Observation	90-minute observation of apprentice duties.
Professional Discussion	60-minute structured discussion.



Apprenticeship Journey (example)



CUSTOMER SERVICE PRACTITIONER (LEVEL 2)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.

Customer Service Specialist

LEVEL 3

This apprenticeship trains you to provide excellent customer service and can be applied to hundreds of job roles across many different sectors.

Apprentices working towards this level are likely to be in the following roles:

- Customer relations manager
- Coordinator
- Team leader

The duties of the apprentice will vary across the business type they are working in, but they will include being an advocate for customer services and acting as a referral point for dealing with more complex or technical customer requests, complaints and queries. The apprentice will be an expert in the organisations products and services and share knowledge with the wider team. The role will involve gathering and analysing data with the ability to influence change and improvements to services.

END POINT ASSESSMENT ELEMENTS

Apprentice Showcase	2500 written report or 45-minute presentation.
Practical Observation	60-minute observation of apprentice duties.
Professional Discussion	60-minute structured discussion.



Apprenticeship Journey (example)

CUSTOMER SERVICE SPECIALIST (LEVEL 3)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.



Business Administrator

LEVEL 3

This apprenticeship trains you to provide excellent business administration services and can be applied to hundreds of job roles across many different sectors.

- Administration team leader
- Database clerk
- Executive officer
- Office supervisor
- Personal assistant
- Secretary

The duties of the apprentice will vary across the business type they are working in, but they will include developing, implementing, maintaining and improving administrative services, supporting, managing and developing team members, managing projects, working across teams, resolving issues and supporting organisational functional areas.

END POINT ASSESSMENT ELEMENTS

Knowledge Test	60-minute test consisting of 50 questions.
Project Presentation	15-minute presentation on project completed.
Portfolio Based Interview	45-minute interview around portfolio.



Apprenticeship Journey (example)



BUSINESS ADMINISTRATOR (LEVEL 3)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.

Team Leader

LEVEL 3

This apprenticeship will develop knowledge skills and behaviours in managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Apprentices working towards this level are likely to be in the following roles:

- Supervisor
- Team Leader
- Shift Supervisor
- Foreperson

This apprenticeship is for individuals in/or aspiring towards a first line management role, with responsibility for providing direction, instructions and guidance to ensure the achievement of set goals.

END POINT ASSESSMENT ELEMENTS

Presentation followed by Q&A	20-minute presentation followed by 30-minute Q&A.
Professional Discussion	60-minute professional discussion around portfolio.



Apprenticeship Journey (example)



TEAM LEADER (LEVEL 3)

These learning topics will be delivered via webinar sessions with your tutor.

They will be via the Microsoft Teams platform and will be a maximum of two hours.

Operations or Departmental Manager

LEVEL 5

This apprenticeship will develop knowledge, skills and behaviours in creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, human resource planning, talent management, coaching and mentoring.

Apprentices working towards this level are likely to be in the following roles:

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Specialist Manager

This apprenticeship is for individuals in/or aspiring towards the role of Operations or Departmental Manager with responsibility for managing a large, or number of teams, an operation or department and/or a project to achieve operational and strategic objectives.

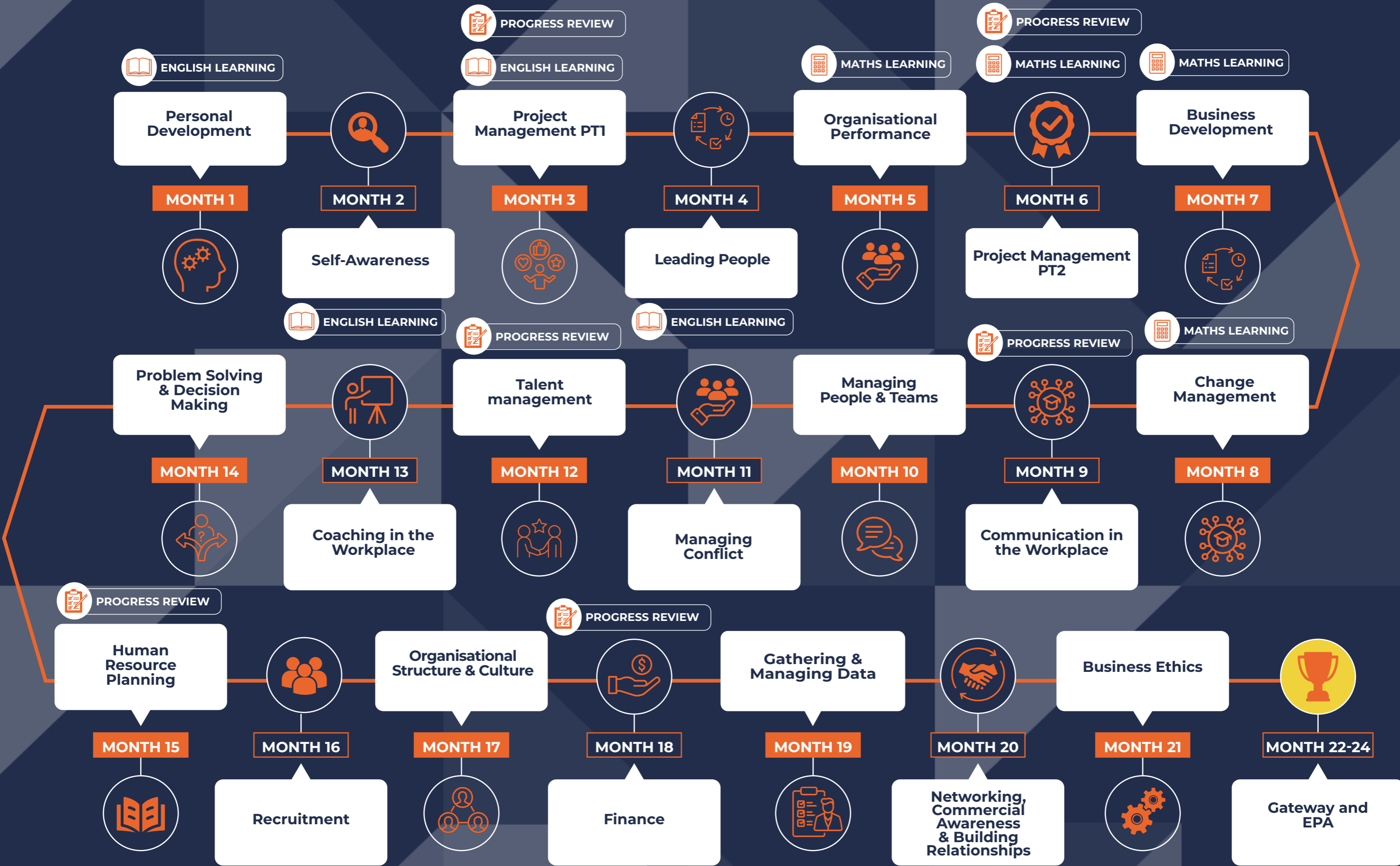
END POINT ASSESSMENT ELEMENTS

Project Proposal, presentation and questioning	4,000-word project report, 20-minute presentation and 40-minutes questioning.
Professional Discussion	60-minute professional discussion around submitted portfolio evidence.



Apprenticeship Journey (example)

These learning topics will be delivered via webinar sessions with your trainer. They will be via the Microsoft Teams platform and will be a maximum of two hours.



Apprenticeships Explained

Apprenticeships are available to learners aged 16 or over and can be used to develop existing employees or attract new talent. Programmes will generally last between 13 and 24 months, plus an End Point Assessment period and are available for entry-level roles up to management and beyond.

Each apprenticeship programme has been designed by industry employer-led “trailblazer” groups to fully meet employer business needs and make sure apprentices are more highly skilled and productive in their role.

WHY BECOME AN APPRENTICE?

- Apprenticeships allow people aged 16+ to achieve qualifications (where applicable) whilst working and earning money.
- They typically last between 12 and 24 months and unlike college or university, they don't generally have qualification-based entry requirements.
- Apprentices learn in a supportive and highly skilled working environment. Learning on and off the job means they are surrounded by industry experts. They also have expert apprenticeship Tutors to go to for support and guidance.
- Apprentices often have more career progression opportunities as they already have experience in their sector.
- An Apprenticeship Standard consists of a job-relevant set of knowledge, skills and behaviours.

HOW CAN APPRENTICESHIPS HELP BUSINESSES?

- No matter what size an organisation is, it can be hard to find employees with the right skills and motivation for the role, apprentices are often the answer. If a business takes on a person as an apprentice, they will develop the skills that are needed for that particular role. Apprentices make a real contribution to the businesses they work in, they are often highly motivated and therefore likely to stay loyal.
- Apprenticeship funding can be used to upskill existing staff so they can achieve industry recognised qualifications* while working.
- Apprenticeships enhance the skills of employees, thereby contributing to improved performance in the workplace. They can also improve staff retention, financial turnover and motivation.
- Apprenticeships can generate positive performance outcomes and increase productivity amongst the team.

*not all apprenticeships include a mandatory qualification





INFORMATION FOR EMPLOYERS

What to Expect

1

CONTACT

An initial meeting or conversation with a member of our team to establish the employers' requirements and those of their learner/s. Completion of a Health & Safety Assessment, Organisational Needs Analysis and Contract of Services will also be required at this stage.

2

INITIAL ASSESSMENT & ENROLMENT

This is about measuring learner's skill level, aptitude, commitment, enthusiasm, motivation and additional support needs. It takes place when we first meet the learner, but it is also on-going throughout all stages of the learning journey. Completion of all necessary enrolment documentation will be during this stage.

3

INDIVIDUAL TRAINING PLAN

To help the learner and the employer focus clearly on what the learner's training goals are, we will issue a Training Plan. This document sets out all the goals, how they will be achieved, who will support the learner to achieve them and the agreed time scales. This plan is developed by us, the learner and the employer. An agreement is signed by the employer and an Apprenticeship Agreement is completed for each learner.

4

FIRST DAY OF TEACHING AND LEARNING

This critical session is the learner's official start date for their apprenticeship. This robust training session covers important topics such as Off the Job learning, staying safe online, functional skills and how you will develop throughout the programme. You will commence your learning journey, starting with your personal/professional development module as detailed in your training plan.

5

APPRENTICESHIP COMMENCES

Each learner is allocated a Tutor and the preferred methods of learning are discussed. In some cases a specialist Functional Skills tutor will also be allocated to support the learner. Additionally if the learner has English as a second language and it is a barrier to successfully progressing through the course, we will allocate one of the ESOL Tutors to provide further support in this area. And finally, if the learner has any other support needs, we will provide them with access to a Learning Support Mentor.

6

TEACHING, TRAINING & ASSESSMENT

We have a well-established curriculum and teaching and training are delivered virtually in groups or on a one-to-one basis. Assessment is delivered through the marking of assignments and on-site observations. The process is a cycle of teaching/training, assessment and back to teaching/training and so on. Learning is measured through assessment and continues through the duration of the course.

7

REVIEWS

Every 12 weeks a review will be carried out, where we will measure how the learner has progressed towards their goals and look at whether they have achieved the short-term targets set at the previous review. At the end of the review the apprentice will know their current progress against the relevant milestones, distance travelled, how well things are going and what needs to be done next to progress. It is vitally important to have the apprentice's line manager involved in this review for their understanding of the process.

8

QUALITY ASSURANCE

Quality assurance takes place throughout the programme and is designed to ensure that every Apprentice has the same high-quality learning journey.

9

FINAL STAGE

Final review of the programme to ensure objectives have been met, completion of End-Point-Assessment and future requirements and progression pathways discussed where applicable.

Funding Apprenticeships

Employers in England fall into one of two categories - levy payers and non-levy payers. The category a business falls into depends on their annual payroll bill, explained below.

If a business has a payroll of over £3 million per year, then they are a levy-employer. The levy is charged at 0.5% of the total payroll (the apprenticeship threshold) and is collected through PAYE.

If a business has a wage bill of less than £3 million per year, then they are a non-levy employer and they will not be required to pay the Apprenticeship levy. If an organisation does not pay the levy, they will be required to co-invest, subject to certain exemptions. The maximum amount an organisation will pay for apprenticeship training is 5% of the total cost. There can be exceptions to this, so please speak to a member of our team to find out more.

The apprentice must be paid a lawful wage and they cannot contribute towards the cost of the apprenticeship.

APPRENTICESHIP LEVY TRANSFERS

Apprenticeships can also be funded by levy transfers: if you're a levy-paying employer and have unspent funds that you aren't going to use, you can transfer these funds to another organisation who needs them. Likewise, smaller companies can also appeal to levy-paying employers for funding. Levy transfers are a fantastic community engagement tool; speak with us for support with levy transfers.

AS AN APPROVED APPRENTICESHIP TRAINING PROVIDER, WE ARE:

- Available to answer any questions you may have throughout the process
- Here to guide you through the payment arrangements
- Able to provide a tailored, supportive programme for your staff and business
- Skilled at helping you choose the best apprenticeship training for your staff



Off-the-Job Training

WHAT IS OFF-THE-JOB TRAINING?

Off-the-job training is a statutory requirement for an apprenticeship in England. It is training, which is received by each learner, during their normal, paid working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship referenced in the apprenticeship agreement. By normal working hours we mean paid hours excluding overtime.

It is not on-the-job training which is training received for the sole purpose of enabling the learner to perform the work for which they have been employed. By this we mean training that does not specifically link to the knowledge, skills and behaviours set out in the apprenticeship standard.

We will provide practical ideas and solutions to each employer to ensure that the off-the-job training can be clearly evidenced and is of value to the employer and the apprentice.

WHAT IS NOT OFF-THE-JOB TRAINING?

English and Maths (up to Level 2) which are funded separately, progress reviews or on-programme assessment needed for an apprenticeship standard, training which takes place outside the apprentice's paid working hours.

We believe in the importance for employers to recognise that they can learn from their apprentice too as the information they are gaining from Learn Plus Us is current and in line with requirements.

EXAMPLES OF ACTIVITIES INCLUDED IN OFF-THE-JOB TRAINING



Busting the myths



MYTH: Off the job training (OTJ) doesn't benefit the workplace.

OTJ often increases productivity and apprentices feel valued by the investment in their training. Apprenticeships are about developing occupational competency, ultimately, the apprentice will be better qualified to do their job as a result of OTJ.



MYTH: My apprentice will spend too much time away from work.

Apprentices must be given up to 6 of their weekly paid hours to off-the-job-training (subject to their working hours). It can be delivered flexibly, as a part of each day, one day a week, or in blocks. As a result, they will be able to do their jobs more effectively and efficiently. It is important to note that OTJ can also include learning skills whilst working and not all of the time is spent away from their duties.



MYTH: My apprentice can do their coursework after work, on weekends, or during their lunch breaks in a different room.

OTJ must be completed during paid working hours not during breaks or time-off. It can be done at the apprentice's usual place of work or at an external location.



MYTH: My apprentice can use off the job training to work on functional skills in Maths or English.

English and Maths (at level 2 or below) does not count towards the minimum off-the-job training requirement.



MYTH: It won't matter if I don't give them time away consistently throughout their apprenticeship.

Although OTJ can be given in flexibly in blocks (with monthly intervention), apprentices benefit most from regular time out to complete their coursework and learn the skills needed to excel in their workplace.

INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at sales@learnplusus.co.uk

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Funding Agency



Apprenticeships



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