



**PROFESSIONAL
SERVICES
APPRENTICESHIP
EMPLOYER
GUIDE 2024/25**

TOTALPEOPLE.CO.UK





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WHO ARE TOTAL PEOPLE?

We are one of the largest providers of apprenticeships and work-based learning in the Northwest of England and are proud to work with a wide range of businesses and learners each year.

We belong to the LTE Group, one of the largest social enterprises in the UK which means that all our profits are re-invested to help those we work with.

Our work with businesses helps to support both creating new apprentice opportunities to attract talent and upskilling existing employees to gain new skills and progress in their careers through apprenticeships. Our whole organisation approach means that we can support your specific recruitment and skills needs to take your business to the next level.

Our programmes are delivered by highly skilled Learning Coaches with a wealth of industry experience and knowledge in Management, Accountancy, Customer Service and Project Management specialisms. Our blended delivery models mean we can work with learners across the country. Ask our professional teams how we can support your business to achieve its training goals.



WHAT IS AN APPRENTICESHIP?

An apprenticeship is a programme of learning that an individual takes between 12 and 48 months to complete and is a partnership between an employer, an apprenticeship provider and an individual learner.

The apprentice learns specific skills and gains knowledge as they progress through their apprenticeship cumulating in a formal assessment at the end of the programme where the learner can showcase their work and demonstrate their knowledge. The apprentice can be either a new recruit or an existing employee of an organisation and most of their learning takes place 'on-the-job' i.e., within the workplace.

An important part of apprenticeships is that learning must take place 'off-the-job' through our Total People blended learning platform where the apprentice will complete a structured syllabus of learning supported by our teaching team, and, depending on their course they can mix with other apprentices during webinars and shared sessions and learn about the wider industry and in turn further contribute to your business.



HOW CAN APPRENTICESHIPS BENEFIT YOUR BUSINESS?

Apprenticeships can bring many benefits to your business:

-  Simple and cost effective to set up - supported end-to-end by Total People
-  Return on investment – your staff become more experienced and competent as they are training towards a recognised apprenticeship standard
-  Increased employee engagement – employees are more motivated, loyal and have clear direction for their personal and professional development
-  Employee retention – many progression routes allow staff to realise their career goals
-  Business growth – attract fresh talent and grow your workforce by recruiting apprentices.

WHAT ARE THE RESPONSIBILITIES FOR AN EMPLOYER?

Your responsibility as an employer is to support your apprentice throughout their apprenticeship. You'll need to ensure you have allocated a mentor, which could be their Line Manager. The mentor would be their key support person who will motivate the apprentice, ensure they are engaged and help to drive progression.

This will ensure all learning and assessments are completed by the practical planned end date. Once the learning is completed you will support the apprentice during their gateway period through to End Point Assessment (EPA). You are required to fulfil key responsibilities below

Key responsibilities

- Be aware of and understand the knowledge, skills and behaviours within the apprenticeship standard and any mandatory qualifications
- Take part in bi-monthly progress reflections
- Ensure that apprentices can complete their planned off-the-job activities
- To give the apprentice opportunity to evidence progress and active learning monthly
- Allow the apprentice time to attend English and maths training if needed which is additional to the off-the-job hours. A variety of delivery models are available depending on the apprentices starting point, e.g. two weekly blocks or weekly sessions
- Use OneFile to track your apprentice's progress.

Off-the-job training

Off-the-job training is a critical and important element within the apprenticeship.

For Professional Services Apprenticeships, learners must attend sessions via our blended learning platform. Apprentices must complete the minimum requirement for the off-the-job training. The requirement is to complete a minimum of 6 hours per week or the equivalent over the practical learning duration (20% of capped 30 working hours). Off-the-job training must deliver new skills and knowledge that are directly relevant to the apprenticeship standard and can include:

- Teaching of theory via blended delivery methods
- Practical training
- Work shadowing
- Supported learning and time spent writing assessments.

WHAT FUNDING IS AVAILABLE TO SUPPORT TAKING ON AN APPRENTICE?

There are various ways to fund an apprenticeship, the good news is Total People are the experts when it comes to supporting employers to access the best funding option for businesses, see below the options available

Levy paying business

If your business pays the apprentice levy then the cost of apprentice training is taken from this fund up to the funding band maximum for the standard that your apprentice is doing. We can advise you on this.

Non-levy

If you employ fewer than 50 employees, the government will pay 100% of the apprenticeship training costs up to the funding band maximum for apprentices aged:

- 16 to 18
- 19 to 24 with an Education, Health and Care Plan provided by their local authority, or if they have been in the care of their local authority.

Co-investment

Your organisation will pay just 5% towards the cost of training and assessing an apprentice and the government will pay the remaining 95% of the apprenticeship training costs up to the funding band maximum if you:

- employ more than 50 employees
- are recruiting learners aged 19+

Any employer who has a co-investment plan will have an agreed payment schedule with the training provider.

Levy gifting

Levy gifting funds can be accessed to cover the full apprenticeship training costs. The Total People Levy Gifting service could mean that your organisation does not need to find additional investment costs.

Incentives

16 – 18 incentive: An incentive payment of £1,000 is available to employers who hire an apprentice:

- aged 16 to 18 years old
- under 25 with an education, health, and care plan or if they have been in the care of their local authority.

Wage rates and working hours regulations

The employing organisation is responsible for paying their apprentice for their normal working hours and any training they do as part of the apprenticeship.

Apprentices of any age must be paid no less than the Apprentice National Minimum Wage rate, for the first 12 months of being on a programme. After this they must increase to the National Minimum Wage for their age.

Apprentices must have a contract of employment with the employing organisation.

Please note: All Government funding and incentive eligibility criteria must be met.



STEP BY STEP ROADMAP TO RECRUIT AN APPRENTICE

Every journey will be different but here's an overview of the steps that will be taken:

Start

Step 1

Contact Total People to identify your apprentice business needs by discussion with our Business Development team.

Step 2

Confirm the apprentice eligibility and standard that will most suit your business.

Step 3

With support from the Total People Customer Service Team create an Apprenticeship Service Account for your organisation. This is an online platform created by the Education and Skills Funding Agency (ESFA) to reserve and administer funding. To create this account, you will need access to an email address and your organisation PAYE reference number.

Step 4

Total People will support you to:

- recruit your apprentice by adding your vacancy to our website and linking to the central government website
- promoting your vacancy via our social media channels
- upskill your current employees.

Step 5

Induction and onboarding your apprentice.

Step 6

Your apprentice will start on their learning journey.

Finish

WHAT PROFESSIONAL SERVICE APPRENTICESHIPS ARE OFFERED BY TOTAL PEOPLE?

The following pages show details of the apprenticeship standards offered across the Professional Service sector.

1. Team Leader / Supervisor
2. Department Operations Manager
3. Customer Service Practitioner
4. Customer Service Specialist
5. Business Administrator
6. Assistant Accountant
7. Professional Accounting Technician.



TEAM LEADER / SUPERVISOR

LEVEL 3 | 14 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

This apprenticeship will equip existing managers with industry standard skills, knowledge and behaviours to become effective team leaders. Learning on this programme will include developing management competencies including:

- Supporting, managing and developing team members
- Managing projects
- Planning and monitoring workloads and resources
- Delivering operational plans
- Resolving problems
- Building relationships internally and externally.

As a Strategic Partner of the Chartered Management Institute (CMI), this offers learners a range of CMI benefits and resources while learning. Upon successful completion, learners may choose to register as Associate members of the CMI to support their career progression.

Delivered through a mix of online, tutor-led group sessions and individual coaching sessions, the programme will provide knowledge in aspects of managing and leading teams to achieve results.

A qualified Total People Learning Coach provides dedicated support to learners and employers. Coaching conversations, regular progress reviews, independent learning and application of knowledge in the workplace are embedded throughout the learning journey, and learners will evidence their learning in an e-portfolio. The apprenticeship culminates in a final End Point Assessment (EPA).

Qualifications achieved

- Level 3 Team Leader / Supervisor Apprenticeship Standard
- Level 2 Functional Skills in Maths and English (if required).

Who is suitable?

Aimed at those with first line management responsibilities, this apprenticeship is ideal for any managers in any discipline or sector. It is particularly suited to those with operational or project responsibilities, including setting workloads, goals and objectives for other team members. Typical roles may include Supervisor, Team Leader, Project Officer, Shift Supervisor and Foreperson.

Entry requirements

Learners must be in a role that enables them to lead and manage others. English and maths GCSE at grade C or higher is desirable, but not essential as Level 2 functional skills can be completed on programme.

Topics and units

This programme includes the following elements mapped out to meet the requirements of the apprenticeship standard:

- Team Building and Development
- Communication
- Organisation Culture and Strategy
- Problem Solving
- Data Analysis
- Building a High-Performance Team
- Project Management
- Organisation Governance
- Managing Self.

End Point Assessment

Towards the end of the apprenticeship, the employer and Total People Learning Coach will conduct a gateway review of apprenticeship performance.

The final three months of the programme is dedicated to the End Point Assessment, conducted by an external, independent assessor. The End Point Assessment includes:

- Professional discussion around showcase portfolio of evidence, and a presentation chosen by CMI the awarding body.



DEPARTMENT OPERATIONS MANAGER

LEVEL 5 | 21 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

This apprenticeship will equip existing managers with a robust set of skills, knowledge and behaviours that will allow them to achieve operational and departmental objectives and contribute in the delivery of an organisation's overall strategy.

As a Strategic Partner of the Chartered Management Institute (CMI), our learners can access a range of CMI member benefits and resources while learning. Upon successful completion, learners can achieve CMI Chartered Management status.

Delivered through a mix of online, tutor-led workshops and individual coaching sessions, the programme will develop industry standard knowledge in all aspects of management and leadership.

A qualified Total People Learning Coach provides dedicated support to learners and employers. Coaching conversations, regular progress reviews, 360 feedback, independent learning and application of knowledge in the workplace are embedded throughout the learning journey, and learners will evidence their learning in an e-portfolio. The apprenticeship culminates in a final End Point Assessment (EPA).

Qualifications achieved

- Level 5 Department Operations Manager Apprenticeship Standard
- Level 2 Functional Skills in English and maths (if required).

Who is suitable?

Aimed at existing managers in any discipline or sector, preferably with people management responsibilities. It is particularly suitable for those who create and deliver operational plans, manage projects, budgets and resources including leading teams. Typical roles may include Regional Manager, Divisional Manager, Department Manager and specialist managers.

Entry requirements

Apprentices must be in a managerial role in order to be able to develop and evidence relevant skills and behaviours including people management. Evidence of a Level 2 equivalent in English and maths is required prior to completion of the qualification and applicants should have 5 GCSEs or equivalent grades A-C.

Topics and units

Content covered to meet the requirements of the apprenticeship:

- Time management
- Communications skills
- Delegation
- Organisational culture and diversity
- Negotiation and influencing skills
- Managing conflict
- Collation, analysis and interpretation of data and management reporting
- Developing commercial awareness
- Preparation of financial reports
- Talent management
- Critical analysis and evaluation.

End Point Assessment (EPA)

Towards the end of the apprenticeship, the employer, mentor and Total People Learning Coach will conduct a gateway review of apprenticeship performance. This includes preparing the learner for End Point Assessment through developing the best e-portfolio evidence.

The programme is dedicated to the End Point Assessment, conducted by an external independent assessor. This includes:

- A professional discussion underpinned by a portfolio of evidence
- A project proposal, presentation and questioning.



CUSTOMER SERVICE PRACTITIONER

LEVEL 2 | 12 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

The core role and responsibility of a customer service practitioner is to deliver high quality products and services on behalf of an organisation. Your customer interactions may cover a wide range of situations including dealing with orders, payments, offering advice, guidance and support, sales, aftercare, service recovery and measuring customer satisfaction.

You may be the first point of contact for some customers and your actions will influence the customer experience and their satisfaction with your organisation. Aspects of the role may be delivered face-to-face or by telephone, post, email, text, and social media.

This qualification will develop the skills and knowledge to perform customer service and work in any sector or organisation type. In completion of this programme learners will be able to demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to customers. Learners will also be able to provide services in line with the organisation's customer service standards and strategy and deliver them within the appropriate regulatory requirements.

Progression opportunities

Once the learner has completed their Level 2 Customer Service qualification then the next opportunity could be:

- L3 Customer Service qualification
- L3 Team Leading/Supervisor
- L3 Business Administration.

Qualifications achieved

- Level 2 Customer Service Practitioner Apprenticeship.

Who is suitable?

The Customer Service qualifications are ideal for those who take pride in having to deal with people. You might be entering or re-entering employment or working in a customer service delivery role in any industry and be looking to upskill.

Entry Requirements

Learners are required to have or achieved Level 1 in English and maths (or relevant equivalent), and to have achieved Level 2 English and maths qualifications (or relevant equivalent) during or before completion of their apprenticeship.

The whole programme should be completed in no less than 12 months. In agreement with the learner, employer, and training provider (if applicable), the learner may enter the assessment gateway at the earliest after 12 months on the programme.

Topics and units

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Products and service knowledge
- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Developing self
- Being open to feedback
- Team working
- Equality-treating all customers as individuals
- Presentation – dress code, professional language
- Right first time.

End Point Assessment (EPA)

The Apprenticeship Showcase:

Enables learners to reflect and present examples of their development over the whole on-programme period. With guidance from the employer and/or training provider the learner will select appropriate evidence from the on-programme portfolio to demonstrate the minimum requirements of the standard at the final stage of the programme as an apprentice showcase.

Practical Observation:

1 hour pre-planned observation of the role in play, scheduled to when the learner will be in their normal place of work and carried out by the Independent end point assessor. The observation should enable the learner to evidence their skills, knowledge, and behaviour from across the standard to demonstrate genuine and demanding work objectives. Each situation within the observation will be different, and examples include –

- Handling a general enquiry or dealing with a customer complaint or a need for further information or detail.
- It is mandatory that the observation covers as a minimum presentation, equality, interpersonal skills, communication, and personal organisation.

Professional Discussion:

1 hour discussion which will enable the learner to:

- Clarify any questions the independent assessor has from their assessment of the apprentice showcase and practical observation
- Confirm and validate judgements about the quality of work
- Explore aspects of the work, including how it was carried out, in more detail
- Discuss how the learner would behave in specific scenarios, should they not have occurred within the practical observation
- Ask questions in relation to personal development and reflection.



CUSTOMER SERVICE SPECIALIST

LEVEL 3 | 15 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types.

You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries, and you are often an escalation point for complicated or ongoing customer problems.

This apprenticeship will cover the skills, knowledge, and behaviours needed to specialise in customer service. Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at professional level.

Progression opportunities

Once the Customer Service L3 has been completed then the learner could move onto a Management qualification such as Level 3 Management/Supervisor Standard.

There is also the opportunity to move onto other qualifications such as Business Administration, Project Management or Accountancy depending on the environment.

Qualifications achieved

- Level 3 Customer Service Specialist

Who is suitable?

This apprenticeship is ideal for those who are experts in their organisation's products and/or services, with advanced inter-personal skills and experience of working with customers in some capacity.

You'll excel if you're able to gather and analyse data and customer information that influences change and improvements in service, and utilise both organisational and generic IT systems to carry out your role with an awareness of other digital technologies.

Entry requirements

Learners are required to have achieved Level 2 English and maths (or relevant equivalent) prior to taking the End Point Assessment.

Topics and units

Topics and units will include:

- Business knowledge and understanding
- Customer journey knowledge
- Knowing your customers their needs/customer insight
- Customer service culture and environment awareness
- Business focussed service delivery
- Providing a positive customer service experience
- Working with your customers/ customer insights
- Customer service performance
- Service improvement
- Develop self
- Ownership/responsibility
- Team working
- Equality
- Presentation.

End Point Assessment (EPA)

Work-based project and interview

- Apprentices prepare a report on their project
- The work-based project should be completed within two months from the start of the EPA
- The interview will take place before the end of the three-month end-point assessment period.

Practical observation with questions and answers:

- The observation should last about an hour and allows the apprentice to demonstrate their skills, knowledge and behaviour from across the standard to display genuine workplace awareness
- The practical observation should be completed within three months from the start of the EPA.

Professional discussion (60 minutes):

- Supported by portfolio evidence, 10 to 15 pieces of the learner's best pieces of work which demonstrates their knowledge, skills and behaviours
- The 60-minute discussion will be against set criteria in the occupational brief
- The practical discussion should be completed within three months from the start of the EPA.

BUSINESS ADMINISTRATOR

LEVEL 3 | 12 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

Apprentices can expect to develop a range of skills on this programme, from use of information technology to project management; a range of knowledge, from knowledge of the organisation to knowledge of external environment factors; and a range of behaviours, including professionalism, adaptability and responsibility.

This programme will be delivered within the employer's workplace, on a 1-2-1 basis with the appointed Learning Coach from Total People. Once complete, apprentices can progress onto other qualifications such as Foundation Degrees in areas such as Business, Business Management and Business Administration.

Qualifications achieved

- Level 2 Functional Skills
- Level 3 Business Administrator.

Who is suitable?

This apprenticeship is suitable for senior administrators, personal assistants, and team leaders/supervisors, across a wide range of organisations.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude.

The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills.

The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making, reviewing processes and making suggestions for improvements, as well as the potential for people management responsibilities through mentoring or coaching others.

Entry requirements

Learners will need English and maths at a minimum of Level 2.

Access to the internet and an electronic device will be needed for online learning and for assignments through an electronic portfolio (OneFile).

Topics and units

Skill:

- Use of Information Technology
- Record and document production
- Decision making
- Interpersonal skills
- Communications (including social media and other digital platforms)
- Quality
- Planning and organisation
- Project management.

Knowledge:

- The organisation
- Value of their skills
- Stakeholders
- Relevant regulations
- Policies
- Business Fundamentals
- Processes
- External environment factors.

Behaviours:

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility.

End point assessment (EPA)

- Gateway – Portfolio of evidence
- Exam – Knowledge Test (comprising of 50 multiple choice questions)
- Portfolio – based Interview
- Presentation around Project/Improvement.

ASSISTANT ACCOUNTANT

LEVEL 3 | 18 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

Embedded in the qualification is the AAT Level 3 in accounting. This will teach the apprentice the theory of accounting. Knowledge, skills and behaviours will be delivered by employer training and is therefore suitable to those in assistant finance roles.

This programme will teach the apprentice how to effectively record and analyse financial data at the appropriate level using the organisation's standard tools and processes and to communicate to all stakeholders to aid decision making to add value to the organisation, within the responsibility of the position.

Upon completion of the programme, apprentices will identify the appropriate systems and processes to work productively in order to complete required tasks. They will be able to consistently deliver high quality, 'right first time' financial and performance data in a timely fashion and apply problem solving techniques to both common and non-routine problems, analysing where required and selecting the appropriate tools and techniques to produce solutions.

Qualifications achieved

- AAT Level 3 Diploma in Accounting.

Who is suitable?

This programme is suitable for those in an Assistant Accountant role within an accountancy practice, or within the finance function of an organisation.

If a candidate's current job involves assisting in the day to day financial activities such as data entry to month end management accounts and/or year-end financial statements, this programme may be a good next step to furthering a career.

Entry requirements

The entry requirements for this qualification include Maths and English GCSEs equivalent to Grade 4 and above.

Candidates must also take part in an initial vocational assessment, BKSB Maths and English initial assessment and diagnostic test prior to sign-up.

Under exceptional circumstances where apprentices have not achieved Maths and English equivalent to grade 4 or above, they will be required to achieve functional skills Level 2 qualifications in Maths and English, within the first 3 months of their apprenticeship.

Topics and units

Level 2 AAT:

- Introduction to Bookkeeping
- Principles of Bookkeeping Controls

Level 3 AAT:

- Financial Accounting - Preparing Financial Statements

Management Accounting:

- Techniques
- Tax Processes for Business
- Business Awareness.

End Point Assessment (EPA)

As part of the End Point Assessment (EPA), apprentices will be expected to complete:

Synoptic assessment:

Covering the knowledge and skills as indicated in the mapping document

Portfolio and reflective discussion:

Exhibiting a range of evidence produced in the work-place to demonstrate that they have met the knowledge, skills and behaviours specified in the standard. The portfolio of evidence must meet all learning outcomes, as set out in the assessment plan, and will support and inform the assessment of the reflective discussion.



PROFESSIONAL ACCOUNTING TECHNICIAN

LEVEL 4 | 15 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

Accounting Technicians carry out a range of practical accounting tasks, including the collation, checking and analysis of financial information to be utilised by senior accountants or management.

The role will involve providing support to internal and external customers within an accountancy practice, or within the finance function of an organisation. Part of the role will also involve assisting in the day to day financial activities and being involved in regulatory financial requirements such as completion of VAT returns or assisting in the preparation of tax computations.

This programme will support the apprentice in developing knowledge, skills and behaviours that will be key in pursuing a successful career. Knowledge will include theory training for the Level 4 Professional Diploma in Accounting, use of AAT study support resources, and other online courses, as well as employer training.

Upon completion of this course, apprentices will understand the systems and processes of the organisation sufficiently, be proficient in the IT systems applicable to the role, work effectively in a team and apply accounting knowledge to consistently deliver high quality, accurate data and information in a timely fashion.

Qualifications achieved

- AAT Level 4 Professional Diploma in Accounting

Who is suitable?

This programme is ideal to those in an Assistant Accountant Technician or relevant role and are willing to both listen and learn and to accept changing priorities and working requirements and has the flexibility to maintain high standards in a changing environment.

Ideal candidates will be looking to actively engage in the wider business, as appropriate, provide information that positively contributes to influencing business decisions. Continually strive to improve own working processes and those of the organisation.

Entry requirements

The entry requirements for this qualification include GCSE English and maths at grade 4 and above.

Candidates must also take part in an initial vocational assessment, BKSB English and maths initial assessment and diagnostic test prior to sign-up.

Under exceptional circumstances, where apprentices have not achieved English and maths equivalent to grade 4 or above, they will be required to achieve Level 2 Functional Skills qualifications in English and maths within the first 3 months of their apprenticeship.

Topics and units

Level 4 AAT

- Personal Tax (Optional unit as selected by Total People)
- Credit and Debit Management (Optional unit as selected by Total People)
- Drafting and Interpreting Financial Statements (Mandatory Unit)
- Applied Accounting (Mandatory unit)
- Internal Accounting Systems and Controls (Mandatory unit).

End Point Assessment (EPA)

As part of their End Point Assessment (EPA), apprentices will be expected to complete:

Synoptic assessment: covering the knowledge and skills as indicated in the mapping document.

Portfolio and reflective discussion: Exhibits evidence produced in the workplace to demonstrate that the apprentice has met the knowledge, skills and behaviours specified in the standard. The portfolio of evidence must meet all learning outcomes, as set out in the assessment plan, and will support and inform the assessment of the reflective discussion.



QUOTES FROM OUR PARTNERS



"Total People have added real value to our business through the apprentice scheme. It's very difficult to train staff within a busy, growing business. By retraining and recruiting through apprenticeships, it allows our existing team to focus on the daily challenges faced by the business."

Chariot

"We have had employees study through Total People since 2006 and have been really pleased with the level of support provided and the comprehensive learning programme."

Skelair

NEXT STEPS



Now that you know more about what is involved in an apprenticeship, it is time to take the next steps. All that is needed to start the process is to speak to your contact at Total People or contact our Customer Service Team.

If you are taking on a new apprentice, consider what task you will want them to carry out and the type of person that will be a good fit for your business.

Looking to upskill your existing team? Make sure you have contact details for your potential learner and their Line Manager and an idea of the apprenticeship you wish them to undertake.

CONTACT DETAILS

For more information contact our Qualifications Advisors on:



03333 222 666



enquiries@totalpeople.co.uk



totalpeople.co.uk

or follow us on our socials:



/totalpeople



@totalpeople



Total People



Total People is part of LTE group.

LTE group is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.

