

Apprenticeship Prospectus

Discover how we partner
with employers to deliver
impactful apprenticeships



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About us

- Ofsted grade of Good in all inspection areas.
- National coverage and trainers who are local to each site.
- 35 years' experience in work based learning and apprenticeships.
- Exceptional success rates and independent learner and employer feedback rates.
- Wide range of experience across a variety of qualifications including Leadership and Management. Commercial training is a specialist area for us, and we have highly qualified trainers with real world management experience.
- All our Trainers are qualified to deliver Maths and English Functional Skills. At Fareport, we know that key skills are essential to any job role.
- Our programme combines the benefits of group classroom training with real world training using real scenarios in each learner's work-place.
- We understand the challenges of working with multiple sites under one group and will ensure you have one programme that works across your different departments and geographies.

"Leaders have created an ambitious curriculum and culture for apprentices, including those with additional learning needs. They make sure that trainers support apprentices to gain substantial new knowledge, skills and behaviours that help them make good progress on their apprenticeship and become effective in their jobs."

Ofsted Report, October 2021



How we work

Fareport have a tried and tested approach to delivering apprenticeships in business environments. We are **experts in Commercial training** and understand the demands of a variety of industries.

We work closely with our employers to deliver a **bespoke** programme unique to them with the pre-launch phase being crucial to ensure we understand the company culture, objectives and preferences.

Our approach to account management is to develop a **true partnership**, and we will take on board feedback throughout the journey. You will have access to simple reporting on a monthly basis to see how each programme and learner is performing.



We believe we can deliver a truly impactful programme for your business because of our quality, flexibility and **dedication to learners success**.

We value **quality** over quantity. We believe we can deliver a truly impactful programme for your business because of our quality, flexibility and **dedication to learner success**.

Communication is key. Our approach to account management is to develop a **true partnership**, and we will take on board feedback throughout the journey.

91%

Employer satisfaction rate

100%

End Point Assessment pass rate

71.1%

Overall achievement rate (against national rate of 64.7%)

Who we work with



Wiltshire Council



HAMPSHIRE
FIRE AND
RESCUE
SERVICE



Ryman

Robert Dyas



SELFRIDGES & CO

The Midcounties
Co-operative

southern coop



RALPH LAUREN



Vets4Pets
Putting your pet first



OLIVER BONAS



MCKESSON

Allianz



esure



Balfour Beatty

SIEMENS

TATE & LYLE

EQUIFAX



"Employers are positive about the training their staff receive. They talk about Fareport as a 'trusted provider'. Employers can confidently describe the benefits apprentices bring to the workplace."

Ofsted Report, October 2021

Team Leader/ Supervisor

Level 3



Who is this for?

- The Team Leader/Supervisor apprenticeship is suitable for individuals who are working in a 1st line management role. It is a great opportunity for colleagues working within a leadership role to further develop people management skills and learn new techniques that can be implemented into their workplace. With our bespoke programme design, this qualification is great for those that are new to leadership or are experienced leaders. If you are looking to stretch your development this qualification is for you.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



What's included in the apprenticeship?

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



How long does it take to complete?

- 18 months

Operations/ Departmental Manager

Level 5



Who is this for?

- The Operations/Departmental manager apprenticeship is suitable for someone who manages teams or projects and is responsible for achieving operational or departmental goals and objectives as part of their organisation's strategy. The programme can be tailored for individuals new to their role or those that are more experienced.



What's included in the apprenticeship?

- Creating and delivering operational plans
- Managing projects
- Leading and managing teams
- Managing change
- Financial and resource management
- Talent management
- Coaching and mentoring
- Optional diploma
- And much more...



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 20 – 22 months

Business Administrator

Level 3



Who is this for?

- This is a great opportunity for current Business Administrators to learn a variety of key administrative skills and build knowledge which will help build confidence and improve decision making skills.



What's covered in the apprenticeship?

- Project management
- Decision making skills
- Planning and organisation
- Adaptability and responsibility
- Stakeholders
- IT
- Processes, procedures and policies
- And much more...



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 18 months

Retailer

Level 2



Who is this for?

- The Retailer apprenticeship is suitable for individuals who are working directly with customers on the shop floor. It is a great opportunity to further develop a variety of retail skills and learn new techniques that can be implemented into their workplace. With our bespoke programme design, this qualification is great for those that are new to the Retail industry or have more experience. If you're looking to increase your knowledge and skill base and challenge yourself, this qualification is for you.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



What's included in the apprenticeship?

- Merchandising
- Stock management
- Business and finance
- Brand awareness and marketing
- Product and service knowledge
- Customer service and communication
- Sales and promotion
- Customer service
- Operating technology
- And much more...



How long does it take to complete?

- 13 -15 months

Retail Team Leader

Level 3



Who is this for?

- The Retail Team Leader apprenticeship is great for individuals who are working in an intermediate leadership role within the Retail sector. It is an excellent opportunity to further develop people management skills and learn new techniques that can be implemented into your workplace. With our bespoke programme design, this qualification is great for those that are new to leadership or are experienced leaders. If you're looking to stretch your development this qualification is for you.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



What's included in the apprenticeship?

- Leading a high performing team
- Supporting, managing and developing team members
- Customer service
- Sales and promotion
- Effective communication methods
- Planning and monitoring workloads and resources
- Business and finance
- Stock management
- Building relationships internally and externally
- And much more...



How long does it take to complete?

- 18 months

Retail Manager

Level 4



Who is this for?

- The Retail Manager apprenticeship is for individuals who are working in a management role, whilst being responsible for delivering sales targets, and leading & managing people within the retail sector. This apprenticeship is a fantastic qualification for individuals looking to upskill and learn new management techniques and behaviours to directly implement in their workplace.



What's included in the apprenticeship?

- How to lead a team to support the objectives of the business
- Recruiting, retaining and developing people
- Managing overall performance of the team
- Business and finance
- Manage a team to achieve sales target
- Effective communication
- Branding and marketing
- Product and service knowledge
- And much more...



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 18 months

Customer Service Practitioner

Level 2



Who is this for?

- This is a great opportunity for colleagues working within a Customer service role to up-skill and learn new customer service techniques that can be implemented into their workplace. Whether you're fairly new to the role or ready to move up the ladder, if you're looking to stretch your development this qualification is for you.



What's included in the apprenticeship?

- Understand who customers are
- Know your organisation's values and how they link to service culture.
- Understand types of measurement and evaluation tools available to monitor customer service levels.
- Provide clear explanations and offer options in order to help customers make choices that are mutually beneficial to both the customer and your organisation.
- And much more...



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 13 to 18 months (depending on level)

Customer Service Specialist

Level 3



Who is this for?

- This is a great opportunity for individuals who are working in or towards a senior customer service role. This is suitable for anyone who is an advocate of customer service, who acts as a referral point for complex customer requests, queries or complaints, whilst being an expert on the products/ services that your organisation has to offer.



What's included in the apprenticeship?

- Business knowledge and understanding
- Customer journey
- Providing a positive customer experience
- Service improvement
- Customer service culture
- And much more...



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 15 to 18 months (depending on level)

Associate Project Manager

Level 4



Who is this for?

- The APM Project Management apprenticeship is ideal for individuals who are new to Project Management or are experienced leaders who would like to improve their knowledge, skills and behaviours. It is an excellent opportunity to further develop Project Management skills and learn new techniques that can be implemented into their workplace.
- To start the programme you must already be managing suitable projects.



How long does it take to complete?

- 14 -16 months



Embedded Qualification:

- APM PMQ



What's covered in the apprenticeship?

- Project governance
- Project communication
- Project leadership
- Budgeting and cost control
- Schedule management
- Consolidated planning
- Business case and benefits management
- Project scope
- Resource management
- Project risk and issue management



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Attendance at PMQ virtual classroom sessions OR self-study of PMQ online
- Training and self-study during work hours (to be agreed between trainer, learner and manager)

Procurement and Supply Assistant

Level 3



Who is this for?

- Candidates should be working within a Procurement & Supply assistant role and be interacting with their procurement team as well as colleagues from other internal departments and external stakeholders such as suppliers.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Attendance at CIPS virtual classroom sessions for each programmed module
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



Additional Qualification:

- CIPS Advanced Certificate in Procurement and Supply Operations Level 3



What's covered in the apprenticeship?

- Understanding the role of procurement
- Value for money concepts
- Supplier approval processes
- Demand and spend management, analysis and forecasting techniques
- Developing and managing Stakeholder relationships
- Accurate specifications of requirements
- Development and evaluation of requests for quotes and tenders.
- The 4 processes of negotiation



How long does it take to complete?

- 18-22 Months

Commercial Procurement & Supply

Level 4



Who is this for?

- This is a great opportunity for individuals working within a procurement & Supply role, and enables them to position themselves as fully effective and commercially skilled professionals with transferable skills and career options that span the public, private and charitable sectors.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Attendance at CIPS virtual classroom sessions
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



Embedded Qualification:

- CIPS Level 4 Diploma in Procurement and Supply



What's covered in the apprenticeship?

- Context of procurement and supply
- Business needs in procurement and supply
- Supplier performance management
- Sourcing
- Negotiating and contracting
- Managing contracts and relationships
- Pre-procurement & early market engagement
- Category management



How long does it take to complete?

- 20-24 months

Learning & Development Practitioner

Level 3



Who is this for?

- This is a great opportunity for those who are involved in learning, development and training; focusing on the practical delivery of training, whilst working with stakeholders, and business area managers.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 18 months



What's covered in the apprenticeship?

- The latest learning practices
- Identification of training and learning needs
- Training design and delivery
- Evaluation of impact
- Communication
- Team working
- And much more...

Learning & Development Consultant/ Business Partner

Level 5



Who is this for?

- This is a great opportunity for individuals who are accountable in their workplace for ensuring L&D contributes to the improved performance of the business – at a individual, team and organisation level.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



How long does it take to complete?

- 15-18 months



What's covered in the apprenticeship?

- Paradigms, theories and models that underpin effective adult learning, group behaviour and learning culture.
- Measuring impact and return on investment
- Facilitation skills
- Building effective work relationships with business managers
- Developing a learning culture
- Budget resource and management
- And much more...

Buying and Merchandising Assistant

Level 4



Who is this for?

- This is a great opportunity for those who are already working as a Buying and Merchandising Assistant, typically in the retail sector. You will learn key concepts that apply across buying and merchandising and then choose an optional route of either buying or merchandising knowledge and skills.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



What's covered in the apprenticeship?

- Place and manage orders for products
- Monitor competitor activity
- Manage suppliers and key stakeholders
- Critical path management
- Process improvement
- Ethical and sustainable sourcing
- Effective methods of negotiation and communication
- Purchasing habits, channels and managing seasonality
- Developing self and others
- Coaching skills
- And much more...



How long does it take to complete?

- 15-18 months

Assistant Buyer and Assistant Merchandiser

Level 6



Who is this for?

- This apprenticeship is suitable for Assistant Buyers or Assistant Merchandisers who typically work within the retail sector. This could be across a range of different companies; for example, trading through stores, exclusively online and those who operate through a variety of channels. In some smaller organisations this will also be suitable for Buyers and Merchandisers.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



What's covered in the apprenticeship?

- Customer and competitor analysis
- Overall product portfolio and brand image
- Current and future buying and loyalty behaviours
- Key factors that influence UK and global markets
- Supplier management
- Trading models
- And much more...



How long does it take to complete?

- 18-20 months

HR Support

Level 3



Who is this for?

- This qualification is a great opportunity for individuals who work in a HR support role, handling day to day queries and providing HR advice on a wide range of issues spanning from recruitment to retirement.



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



How long does it take to complete?

- 15-18 months



What's included in the apprenticeship?

- HR legislation and policy
- HR function
- HR systems and processes
- Managing HR information
- Service delivery
- Problem solving
- Communication
- Team Work
- Process Improvement
- And much more...

Fundraiser

Level 3



Who is this for?

- This is suitable for those in entry level positions within Charitable or not-for-profit organisations looking to progress their career in fundraising. Candidates should be in a suitable role to be able to gather evidence for their portfolio of evidence covering the Key Topics (below)



What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



How long does it take to complete?

- 15 months



What's included in the apprenticeship?

- Commercial understanding of the third sector and fundraising environment
- Fundraising methods
- Regulation, legislation and codes of practice
- Methodologies to undertake internal and external analysis and evaluation of fundraising products and services
- Elementary financial principles
- Key components of a 'Case for Support' and the supporter journey
- Different methods of communication to internal and external stakeholders
- How to approach and engage new and existing supporters
- Internal and external dependencies that influence the success of fundraising
- Accurate data management
- Donor motivations

Learning Mentor

Level 3



Who is this for?

- This course is aimed at those working in medium to large employers to advise, guide and supervise learners of all ages, and all levels, to develop within a new work role. These learners may be, for example, apprentices, trainees or new recruits (ranging from young entrants, to new CEOs)
- You should work with providers and colleagues to plan and implement structured learning and work experience



What's needed from the candidate:

- Commitment to complete Safeguarding Level 1
- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



How long does it take to complete?

- 14-16 months



What's covered in the apprenticeship?

- Effective practice in providing accurate and relevant vocational/pastoral advice and guidance
- Effective questioning, active-listening and assertiveness techniques
- Learning programme requirements, planning contextualised learning
- Roles of assessors, coaches or teachers in providing practical help with assessment processes
- The mentor's role in supporting the learner's development
- The roles of workplace and education provider colleagues who contribute to learners fulfilling their action plans
- Opportunities for continuing professional development

Additional Apprenticeships

We partner with training providers we trust to offer additional apprenticeships

Contact us for full details and to discuss your needs.



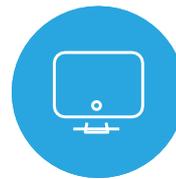
Public Relations and Communications Assistant
Level 4



Corporate Responsibility and Sustainability Practitioner
Level 4



Marketing Assistant
Level 3



Digital Marketer
Level 3



Marketing Executive
Level 4



Content Creator
Level 3



Marketing Manager
Level 6



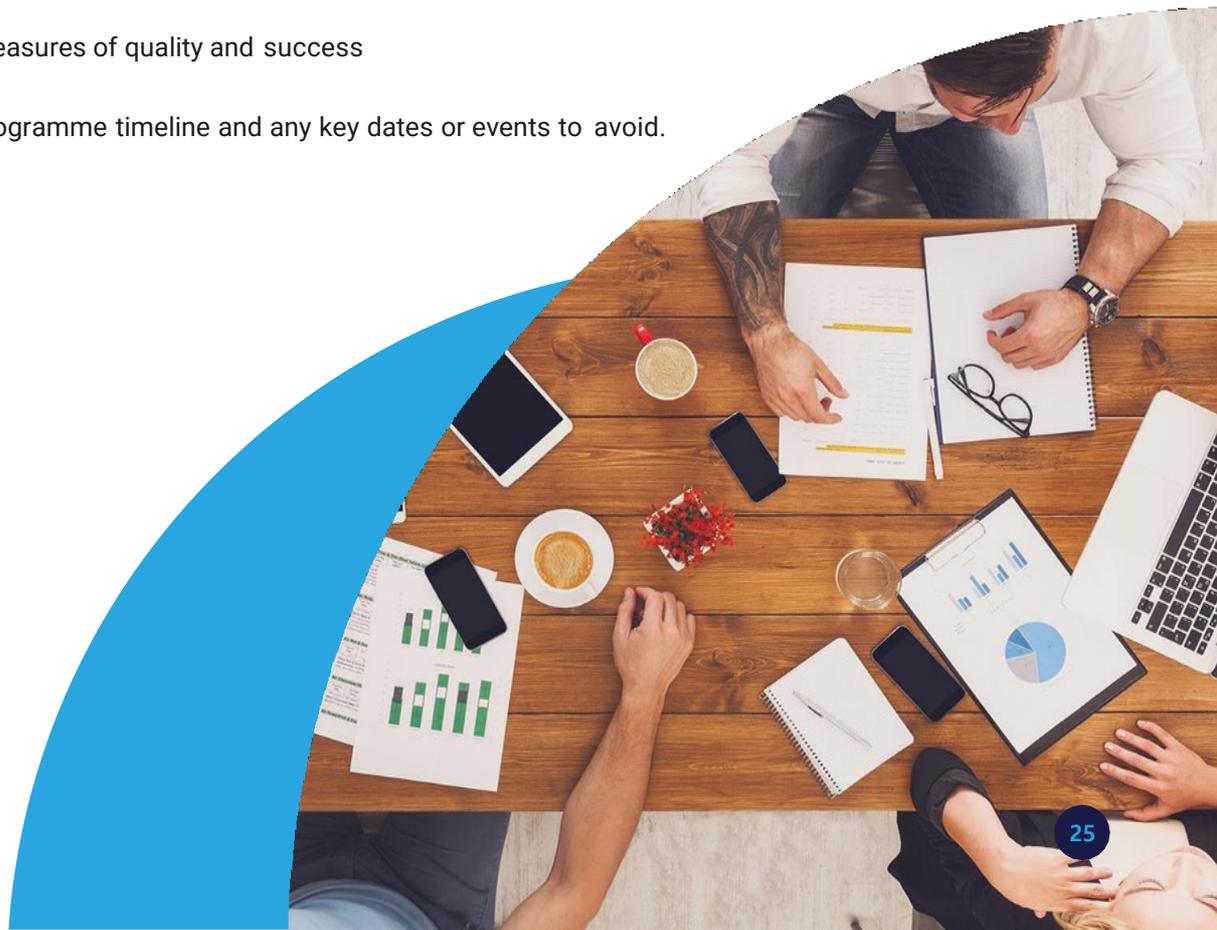
A bespoke training programme

Individual or small group cohorts

We know that delivering bespoke, engaging and relevant content is key to the success of our programmes and we have created partnerships with businesses to give our clients a unique and exceptional service.

For all learners, activities with your team before launch would include:

- Defining roles and responsibilities on the project
- Reviewing and agreeing a delivery model
- Specifying how the programme meets the off the job requirement
- Agreeing reporting requirements and communication with learner, manager, L&D/HR and training lead
- Agreeing measures of quality and success
- Agreeing programme timeline and any key dates or events to avoid.

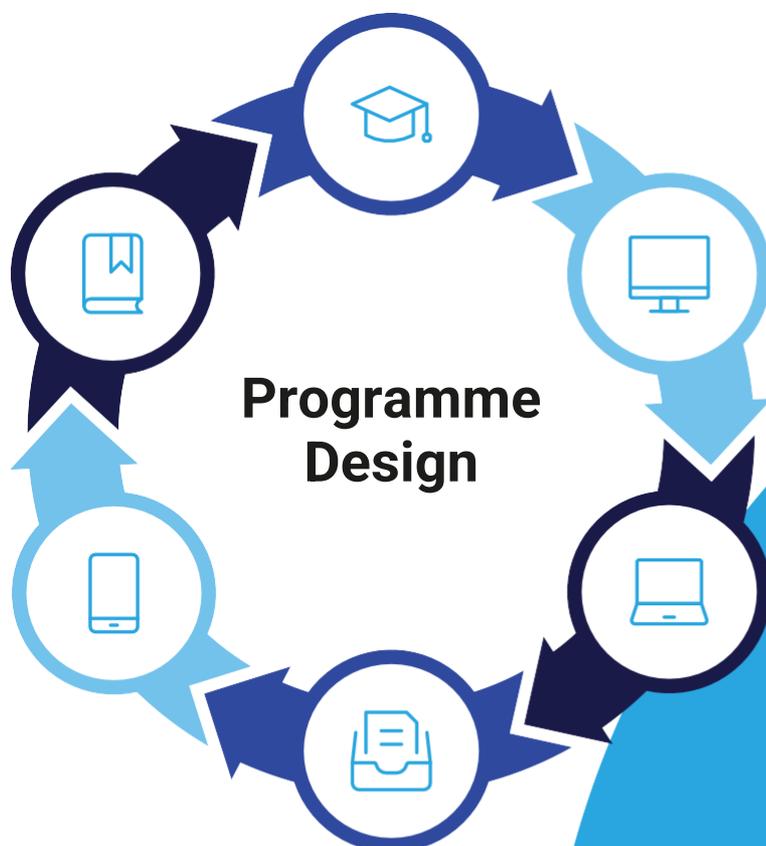


A bespoke training programme

Larger groups

For cohorts of 10 or more, additional activities would include:

- Discuss option of group classroom sessions (based on one central location)
- Review current company induction and training materials to map into standard and training sessions
- Review materials to ensure fit with your language, culture, behaviours.
- Create new practical examples and assignments related to learner's responsibilities and your priorities
- Plan mentor training for assigned mentors or line managers



"Trainers work well with employers to make sure that they fully understand the business requirements, and they design high-quality teaching sessions to support this. They use this understanding to develop employer-specific lessons, for example on additional training in the company brand."

Ofsted Report, October 2021

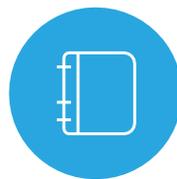
A bespoke training programme

Training options

When we create a delivery model, we can include a range of training options to suit the learners. Options can include, but are not limited to:



Online Guided Study Tasks



Self Study Workbooks



Online Portfolio



Exam Preparation



1:1 Sessions



Webinars



Classroom Training



Group Discussions

Professional accreditation

Some specialist qualifications have a professional qualification included and we will work together, factoring in the specialist delivery elements into the programme design.



Specialist Qual

Included Qualification
e.g. CIPS/PMQ

- Classroom evening session/s
- Classroom intensive weekend/s
- Webinars
- Group discussions



Fareport Delivery

Apprenticeship

- 1:1 training sessions
- Workbooks and assignments
- Application of knowledge to the workplace
- Preparation for EPA



Both

Support throughout programme

- Online portfolio support
- Email and phone support

Delivery model example

Training Plan Example Months 1 -3

Programme Created for Retail Team Leader
Standard Level 3 – Southern Coop)

MONTH	1 - SEPTEMBER	2 - OCTOBER	3 - NOVEMBER
Classroom Training	<ul style="list-style-type: none"> 1 Day Group Induction • Programme Overview • Functional Skills Assessments • Training Session - Introduction to Merchandising and Customer Service 		27 th November 2018 <ul style="list-style-type: none"> • 1 day group training • Customer and Business
1 to 1 Training		<ul style="list-style-type: none"> • Review and feedback on assignment from induction • Introduction to Legal, Governance and Diversity • Explanation of how to complete SWOT 	<ul style="list-style-type: none"> • Colleague to deliver Legal, Governance and Diversity presentation • Discussion on SWOT
Self Study Workbooks	Introduction to Merchandising and Customer Service	Legal, Governance and Diversity workbook	Customer and Business workbook
Guided Study Tasks		Complete personal SWOT analysis Get a copy of your last appraisal	Prepare product evidence for a discussion on how to monitor, predict and meet product and service requirements in your store
Retail Business Project			
Maths & English Training	Maths & English Initial Assessments even for those with exemptions to check knowledge level	Introduce milestones workbook. Discuss English Initial Assessment results to plan training required	English Reading exam if ready or further study
Maths & English Self Study	Complete English activities or mock exam	English Writing and Reading activities set by Trainer	
Learner Commitment	<ul style="list-style-type: none"> • Classroom - 8 Hours • Guided Study - 16 hours • Phone / Email Support and Feedback - 2 hours 	<ul style="list-style-type: none"> • 1 on 1 - 3 Hours • Guided Study - 18 hours • Phone / Email Support and Feedback - 2 hours 	<ul style="list-style-type: none"> • Classroom - 8 Hours • 1 on 1 - 3 Hours • Guided Study - 10 hours • Phone / Email Support and Feedback - 2 hours

Delivery model example

Training Plan Example Months 4 -6

Programme Created for Retail Team Leader
Standard Level 3 – Southern Coop)

MONTH	4 - DECEMBER	5 - JANUARY	6 - FEBRUARY
Classroom Training			21 st February 2019 1 day group training on Leadership • Overview of Speaking and Listening assessment
1 to 1 Training	<ul style="list-style-type: none"> • Holistic observation • Complete discussions prepared for in November 	<ul style="list-style-type: none"> • Complete discussions as required • Introduction to Merchandising, Product and Service • Feedback from observation 	
Self Study Workbooks	Break in learning for Peak Trading period	Merchandising, Product and Service workbook	Leadership workbook
Guided Study Tasks	Additional activities and research set by Trainer as required	Carry out analysis of the skills gaps within the team relating to product knowledge and service	Prepare for discussion and provide product evidence of how you feedback to team members on their performance
Retail Business Project	Complete store SWOT analysis	Collect feedback from colleagues on Retail project	
Maths & English Training	Maths training session for those taking, linked to real business sales data analysis on reports	English Writing Exam if ready or further training	Introduce Maths milestones workbook. Discuss Maths Initial Assessment results to plan training required
Maths & English Self Study			Maths activities set by Trainer
Learner Commitment	<ul style="list-style-type: none"> • 1 on 1 - 3 Hours • Guided Study - 12 hours • Phone / Email Support and Feedback - 2 hours 	<ul style="list-style-type: none"> • 1 on 1 - 3 Hours • Guided Study - 10 hours • Phone / Email Support and Feedback - 2 hours 	<ul style="list-style-type: none"> • Classroom - 8 Hours • Guided Study - 14 hours • Phone / Email Support and Feedback - 2 hours

Things to consider when planning your programme

- How many learners do you anticipate and in what locations?
- What existing training do they receive?
- What skills gaps are there for the roles being considered?
- Are any significant changes coming in the next year? New company wide projects? (This could help to create real work assignments and examples)
- What in the culture will we need to be aware of? What are your unique values or ways of working?
- Allocating a mentor
- Succession planning
- Prior learning
- Functional Skills
- End point assessment
- Methods of training preferred (i.e. Group sessions/individual learning)
- Application and launch plan
- Next Steps



Account management structure

At Fareport we know that communication is key and, as such, we have developed a team of people that will support you throughout the qualification journey. All our staff are highly experienced within their fields and understand the importance of aligning their service with the vision, values and expectations of our clients. We have supported over **200 employers** with their **Levy** preparations and, with our knowledge and expertise, we can support you to maximise your levy funds, manage your Digital Account and create valuable training programmes that are bespoke to your business. A thorough knowledge of your expected service level is essential in our operation to ensure a robust and effective solution to all aspects of delivery.



Graham Bell

Commercial Director

Graham will oversee the set up and implementation of your apprenticeship programme. Graham is a highly skilled Commercial and Operational Leader having held Senior Management and Board Roles across various industry sectors and global geographies.



Theresa Maple

Operations Director

With an in-depth knowledge of the Apprenticeship system, Theresa and the Support Services Teams will be on hand to advise and guide on funding, processes and support you with administrative aspects of the programme delivery including your digital apprenticeship service account.



Jodie Clark

Apprenticeship Manager

Jodie is an experienced Manager who has worked in the care sector for 20 years.

She manages the training team and monitors and reviews learner progress throughout the learner's journey to ensure they are receiving high quality training and support.



Your Account Manager

Acting as your main point of contact your Account Manager will work with your team to ensure all aspects of the programme meet expectations and will keep you informed of learner progress through monthly reports. Our account managers all have in-depth knowledge of our apprenticeship areas.

Account management for levy employers

- Dedicated account manager
- Programme and contract review meetings - monthly or quarterly depending on your needs. We will discuss progress data, any issues and feedback and ideas for continuous improvement
- Monthly summary of all learner progress and any issues from One File, our Eportfolio
- Access to One File for summary reports of progress
- Managers can also access all their learner's work, and receive feedback from the trainer

Monthly Report Snapshot

MAIN LEARNING AIM	LEVEL	LEARNER STATUS	RAG	EPORTFOLIO START DATE	EXPECTED COMPLETION DATE	PROGRESS/ GRADE	TARGET PROGRESS/ GRADE	TRAINER NAME	COMMENT ON LEARNER PROGRESS
Associate Project Manager Apprenticeship Standard	4	Active	Green	29/10/2019	29/04/2021	14%	26%	Lisa	
Associate Project Manager Apprenticeship Standard	4	Active	Yellow	29/10/2019	29/04/2021	0%	26%	Lisa	
Associate Project Manager Apprenticeship Standard	4	Active	Green	29/10/2019	29/04/2021	13%	26%	Lisa	
Team Leader/ Supervisor Apprenticeship Standard	3	Active	Green	03/06/2019	03/09/2020	48%	49%	Jackie	
Associate Project Manager Apprenticeship Standard	4	Active	Red	29/10/2019	29/04/2021	0%	31%	Lisa	
Team Leader/ Supervisor Apprenticeship Standard	3	Active	Green	03/06/2019	03/09/2020	51%	49%	Jackie	
Associate Project Manager Apprenticeship Standard	4	Active	Yellow	29/10/2019	29/04/2021	8%	26%	Lisa	

"Leaders make sure that most employers are well informed about apprentices' progress, which helps them support their training. Senior managers at large employers meet frequently with staff to check on progress, and to identify and deal quickly and successfully with issues."

Ofsted Report, October 2021

Support for learners and managers



The three way partnership between Fareport, line managers and the learner is key to the success of the apprenticeship. You will have full support from Fareport's trainers, management and support services.

Learners

- Before launch, learners will be offered advice and guidance on the programme content, learning methods and commitment required.
- During programme, learners can get support from their trainer between visits on the phone, MS Teams or through OneFile, depending on their preference. They will also receive regular feedback on their work via the eportfolio system.
- Advice on progression routes for learners and their managers.
- Signposting of learners to sources of support for personal and wellbeing issues.

Managers

- Line managers will be asked to attend manager briefings to cover the key information about the programme and explain how best they can support their learners.
- Trainers will work closely with line managers to book reviews, discuss progress and guide them on what to expect at each stage and how they can support their team member.
- We will seek regular feedback from learners, line managers and the L&D team to ensure that our communication and support is effective.

Our Trainers

All our trainers are experienced and qualified above the minimum industry requirements

As a minimum they complete their A1 assessing award (CAVA) and Award in Education and Training – Level 3 (PTTLS). They also have the required occupational competence for the qualifications they deliver, which is verified by our Quality Director and awarding bodies.

Trainers undertake at least 30 hours of CPD each year to keep their knowledge current.

We encourage all our trainers to achieve higher teaching qualifications, which the majority do including:

- V1 – Internal Verifier Award
- Certificate in Education and Training – Level 4
- Diploma in Education and Training – Level 5

All our Trainers are from industry, and this allows them to adapt work to the individual's learning styles, job role and requirements. They draw on their real-world experience to train, guide, support and mentor their learners.

"Trainers are well qualified, experienced and knowledgeable. They use these skills to provide high-quality teaching. Managers use frequent observation of trainers to check on the quality of training, and provide staff with useful feedback that helps them improve their teaching. Staff benefit from effective training that makes sure they have up-to-date knowledge in the sectors they teach.

Ofsted Report, October 2021



Course materials

All programmes use a variety of learning materials and assessment methods



Feedback

How will feedback be delivered to learners?

After each activity:

- Verbally
- Written
- OneFile

How will feedback be given to the L&D Team?

- OneFile
- Monthly Reports
- Quarterly Reviews

How will progress be monitored?

- OneFile progress vs. target
- Key milestones
- RAG rating on monthly report

What support will be offered to those not on track?

- Understanding Barriers
- Additional Support
- ALS
- Additional Resources and Learning Materials

What support will be required from the Managers?

- Time
- Communication
- Support
- Mentor Training
- Manager Brief

Off the job training

- As a minimum, all learners on apprenticeship programmes must receive the equivalent of 6 hours per week to undertake “off the job” training (where they work 30 hours or more per week). These working hours needs to be spent engaged with your learning.
- If you complete all elements of your training, including the allocated self directed learning, you will easily meet this requirement. As part of our on-boarding process, all learners will take part in a 3 way meeting with their trainer and line manager to discuss their initial assessment outcomes and Standard requirements to plan the programme accordingly.
- Line managers and employers should support the apprentice to make sure they are allowed the time to complete their off the job training.
- Fareport works with all of our employers to ensure that the requirement is met and we maximise learning opportunities within our bespoke training plans.
- Your training agreement and delivery plan will detail the hours and activity planned that count towards off the job training



What counts as Off the job training?

Example activities include:



Learning

Attending workshops, interactive online classes, online lectures and webinars, conferences and seminars, working with colleagues to learn **new** practices, CPD activities and in-house training (as long as it is relevant to the standard) and presentations.



Implementation

Time spent in the workplace putting the theory into practice, improving/changing working practices as a result of new learning.



Observation/ Work Shadowing

Job shadowing colleagues or going to another workplace site to experience new environments and working practices, industry site visits.



Reflection

Time spent in meetings with colleagues where this new knowledge is shared, attending networking and conferencing events, talking to your mentor or line manager about your learning.



Research and Self-Directed Learning

Undertaking research activities (i.e. online or library etc.) required to enable the completion of assignments.



Assignments

Preparing and submitting written assessments, examinations, end point assessments etc.

Off the job training example

Below is an example of how the off the job element of the qualification is met. This is tailored to suit the business and learner needs.

Example

Off the Job Training Target = 342 hours

Based on 62 weeks on programme minus 25 days (5 weeks) holiday.

62 weeks - 5 weeks = 57 weeks

57 x 6 hours = 342 off the job training hours needed across the programme

Planned Off the Job Training Hours from Delivery Model = 350 hours (breakdown by Training Provider and Employer below)

Training Provider

- **Training sessions – 28 hours** (based on 14 sessions every 4 weeks for approximately 2 hours). These will be face to face 1-2-1 sessions with the learner's allocated trainer.
- If additional learning support is required, this will be discussed with management and learner to discuss how to implement this to meet both learner needs and the needs of the business.
- **Assignments / Self Study - 230 hours.** Learners will complete 9 workbooks and other tasks (see delivery models for details). In between visits learners will complete approximately 22 hours of independent study between each visit. Telephone/face to face support will be given to support to completion of the workbooks.
- **Reflection of learning– 33 hours.** This could be learning within the job role e.g new situations, meetings, training etc of 1 hour per week.

Employer

- **Annual appraisal – 2 hours.**
- **Mentor sessions – 28 hours**
- **In house training (relevant to the standard) – 29 hours**

Functional Skills

Functional skills in Maths and English are hugely important to the overall success of the Apprenticeship programme and we are confident that our training style, content and exam preparation will ensure that every learner is given the best opportunity to succeed and achieve the skills they need at any level of work.



We provide online resources from BKSB, the industry leading support platform. It enables self-learning at the learner's own pace with interactive videos, practice sessions and mock practice. All learners are also supported and guided by their trainer.

Typical topics within the functional skills include:

- Using Grammar
- Speaking and Listening
- Presenting Information
- Understanding written information
- Analysing Data
- Using Percentages and Ratio
- Area and Volume

Devolved Nations

At Fareport, we understand the requirement for training to be delivered to those residing in Scotland and Wales and as such, we are able to deliver qualifications in these locations, however, the qualifications cannot be paid for using the funds in your levy account.

The portion of your levy that relates to employees in the devolved nations will be paid directly to these governments and won't go into your levy account. While this money is likely to be used for Apprenticeships it will not be identified as being for your organisation. The devolved authorities retain the right to continue with their own arrangements.

Where it is not possible to source a training provider in the area for funded programmes, we advise that the qualification is costed for privately; this means that they are included within any training offered and can complete their qualification alongside their colleagues based in England if required.

We have worked with several national employers to design an apprenticeship programme that works across the United Kingdom.



Costs:

All our training costs are met within the funding band maximum. We do not charge for planning or tailoring the programme, since we consider this an important part of developing a trusted relationship with you.

The course cost can be paid from your apprenticeship levy. If you are an SME, you can gain funding for 95% of the cost and pay a 5% contribution. Alternatively we can support you to apply for a levy transfer to cover the full cost.

APPRENTICESHIP STANDARD	LEVEL	COST OF APPRENTICESHIP (per apprentice)	ADDITIONAL COSTS (if applicable e.g. travel)
Retailer	2	£4,000	£0
Retail Team Leader	3	£4,000	£0
Retail Manager	4	£5,000	£0
Customer Service Practitioner	2	£3,500	£0
Customer Service Specialist	3	£4,000	£0
Business Administrator	3	£5,000	£0
Team Leader / Supervisor	3	£4,500	£200.00 (Optional Diploma)
Operations/Departmental Manager	5	£7,000	£200.00 (Optional Diploma)
Procurement and Supply Assistant	3	£6,000	CIPS Membership fees
Commercial Procurement & Supply	4	£9,000	CIPS Membership fees
Associate Project Manager	4	£6,000	£0
Learning and Development Practitioner	3	£6,000	£0
Learning and Development Consultant/ Business Partner	5	£7,000	£0
Buying and Merchandising Assistant	4	£6,000	£0
Assistant Buyer and Assistant Merchandiser	6	£10,000	£0
HR Support Worker	3	£4,500	£0
Fundraiser	3	£8,000	£0
Learning Mentor	3	£5,000	£0

Optional outward bound

New Forest (Optional at additional cost)

We also offer a low cost outward bound in the New Forest, at Foxlease, Lyndhurst, set in 65 acres of land.

You can select from a wide range of challenging outdoor activities, and Fareport will facilitate the teaching and reflection sessions. 2 days and 1 night with the option to stay the night before.



Activities (to choose 4 or 5):

- Abseiling
- Archery
- Canoeing
- Climbing
- Fencing
- High Ropes
- Kayaking
- Orienteering
- Raft Building
- Tunnelling
- Zip Line
- Raft Building

Learner success stories

"I found the apprenticeship well formulated, adaptable to my needs and to the demands of the workplace and I really enjoyed finding new techniques which have helped me in my role."

Carol H – Hampshire County Council

"My Trainer was amazing. She has been very helpful throughout the course and has helped me enormously to develop skills that I lacked, such as confidence & communication."

Jeremie – Selfridges

"My trainer was extremely supportive, adaptive to feedback and extremely passionate about learning and the diploma and she was a real ambassador for apprenticeships and Fareport. She was also motivating and encouraging and achieved the right balance of understanding my circumstances and pushing me further!"

Rachel Carr – Phase Eight

"The apprenticeship programme has been full of ups and downs but it is all worth it. It has given me a wealth of knowledge about the industry that I work in and the processes that we follow on a daily basis."

Emma J – East of England Co-Op

"I found the course thoroughly enjoyable and particularly enjoyed the knowledge assignments and learning about the different theories. I felt the 1 to 1 sessions with my trainer were very beneficial."

Nicholas Hallam - Toolstation

"I really enjoyed the contextualisation sessions which helped put the learning in to practice."

Laura Winfield – Hampshire County Council

I have been able to use all the skills I learnt in my day to day work. I always had continuous support throughout. I am very thankful for having an amazing tutor."

Sophie – Invictus Roofing

"Fareport have provided me brilliant training materials and an experienced, helpful, and very supportive trainer."

Hakima Rahman - Southampton City Council

"I've found the work very interesting and I've been very well supported by my trainer, he's brilliant!"

Georgina G - Dixons Carphone Warehouse

"This course came at a great time and has helped guide my knowledge, resources and decision making; improving my skills and attributes, senior professionalism and validity of my efforts along the way."

Madelyn Hassell – Insync Group

"The most enjoyable part was being set practical tasks that relate to my job - being able to collate my learnings in a centralised place not only proved to be great EPA prep but also allowed me to reflect on what I have learnt so far."

Imogen Banton - Aldi

"Completing this qualification has helped me recognise my existing abilities, and has given me the confidence to go for new opportunities both in and out of work."

Sarah Trimby – The Integrated Care Clinics

Case study:

East of England Co-Op

- Fareport have been working with East of England Co-Op for over 4 years on Retail Apprenticeships level 3 & 4 (Retail Team Leader and Retail Manager).
- They have a set introduction to the apprenticeship programme where they have formal meetings with Learning and Development. They discuss commitment, programme induction and complete assessments before being accepted to come onto programme. They are accepted based on their performance on the induction to ensure they have the attitude and are in the right role to complete their apprenticeship
- We have had more than 5 cohorts with them with another 2 planned in for this year.
- The programme is actively supported by Effie Burrell from Co-op and she works closely with our dedicated Trainer in the East of England.



"Fareport Training's supportive and collaborative approach has resulted in all our Apprentices passing EPA first time, with 46% achieving distinction."

Effie Burrell, Learning and Development Consultant



Case study: Hampshire County Council

- Fareport deliver various apprenticeships for Hampshire County Council including Level 3 Business Administrator, Care Leadership & Management, Level 3 Team Leader / Supervisor, Level 4 Associate Project Manager and Level 4 Commercial Procurement and Supply.
- We provide training for mentors to enable them to best support their apprentices. We support briefing days for all learners and managers interested in a programme and created a manager's handbook to ensure buy in.
- Our account manager works very closely with the apprenticeships team to resolve any queries quickly, as well as providing regular progress reports and evaluations from all group training days.



"Fareport deliver an excellent service, from design and development of programmes through to learner achievement and are very responsive to our needs. The training is to a high standard and has made a real difference to our people. We are continuing to roll out new cohorts and programmes across the council. I would highly recommend Fareport to other employers."

Christine Hansford, Programme Manager (Quality and Commissioning)



Case study: Southern Co-Op

- We have been working with Southern Co-Op since 2018 and have launched new cohorts of Retail Team Leader every year. All learners are in the roles such as assistant or manager for this programme.
- In late 2019 we also started a cohort on the Retailer Level 2 programme for more junior colleagues.
- We offer an outward bound experience at Foxlease in the New Forest. Two days, one night with activities and teaching related to the Standard. Co-op fund all travel and accommodation for this.
- The programmes here are supported very closely by Linda Masterman from the Coop. We tend to meet with Linda monthly to discuss learner progress and any feedback from both sides.

"Southern Co-op has been working with Fareport Training since 2018 and is our preferred provider for all of our retail apprenticeships. Its apprenticeship offering is growing to keep up with demand, so we are using Fareport Training more often for non-retail apprenticeships."

"Our learners' success rate is fantastic with 62% of our retail learners achieving a distinction grade. Communication between our Account Manager, the trainers and myself helps keep our learners on track. Fareport Training is flexible and adapts to suit the learners' needs."

Linda Masterman, Diversity and Inclusion Manager

southern coop

Case study: Bicester Village

- Fareport have been running the apprenticeship programme at Bicester Village since April 2015 and have worked with learners across brands including Ralph Lauren, All Saints, Jimmy Choo, Armani, Charles Tyrwhitt, and Hackett.
- We deliver Retail Level 2 and 3 and Management Level 3 and 5.
- We work very closely with the management team to refine and improve the programme and regularly report back on learner progress
- In July we held a graduation celebration for this year's 11 graduating apprentices.
 - All have moved into new roles in their companies
 - 72% have moved to more senior roles in management
 - The other 28% have been moved to positions that will better suit their skills and will support planned improvements for the brands.
- Value Retail (parent company) are also using their Levy with Faeport on Business Administration and Management development programmes.

VALUE RETAIL


BICESTER
VILLAGE

Case study:

Theo Paphitis Retail Group

- In the Summer of 2014 the Theo Paphitis Retail Group (TPRG) committed to offering Apprenticeships to new recruits through to management. To date nearly 200 Apprentices have started on a variety of programmes including Leadership and Management, Retail, Warehousing, Business Admin and Customer Service.
- Fareport work very closely with Laura Keane, Group HR Director, and Sandra Dearling, Group Head of Learning and Development to ensure all Apprenticeship training programmes are designed and tailored to their needs while meeting national standards. In partnership we ensure that all company training programmes are mapped against the Apprenticeship standards. Those colleagues who are not eligible for an Apprenticeship are offered a full in house programme by the business thus ensuring that everyone is developed in line with the operating requirements of their store. The Group believe that apprenticeships are an investment in their colleagues that will ultimately improve retention, progression, upskilling and productivity within the business.
- In a recent Quality Assurance survey, Laura described Fareport's trainers as 'second to none'. The business values the assessment and external scrutiny afforded to the Group from using a high quality independent training provider rather than just offering the training in house. The Group noted that doing all training and assessment in house would be akin 'to marking your own homework'.
- The team at TPRG meet with Fareport monthly to review the progress of all their learners and to discuss upcoming recruitment to the Apprenticeship programme. The partnership between Fareport and TPRG means that there is full integration between the Apprenticeship programme and all aspects of internal training, thus ensuring a highly effective approach and value for money.

"Fareport Training have an excellent reputation for delivering tailored training and Apprenticeships that make a real difference to our future success."

Theo Paphitis, Entrepreneur and Chairman

Robert Dyas

BouX
— AVENUE —

Ryman

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