

CLaSS offers YOUNG people

- A choice of work-based learning programmes
- Work experience with local companies and organisations
- Opportunities to achieve real qualifications (including apprenticeships)
- The chance to gain full-time employment
- Support with English and Maths and other key skills
- Advice and support throughout the training
- Opportunities to progress to further education

You NEED to

Be **motivated** and **enthusiastic**, want to develop new skills and achieve a recognised qualification. Be willing to learn and **work hard**, work as part of a **team** as well as showing **individuality**. Be ready to start on the road to a **good career** or further learning.

As a work based learner you will

- Receive an initial assessment and an interview
- Have an induction period to prepare you for your placement
- Learn how to give a good interview
- Be provided with an appropriate work placement
- Have an individual training plan to help you achieve
- Attend college for off-the-job training for 1 or 2 days per week
- Be observed at work on a monthly basis
- Receive support from friendly and experienced staff
- Have your progress reviewed on a regular basis
- Have the help of a personal mentor



A choice of work-based learning programmes

We offer pre-apprenticeship training on our Entry to Employment (E2E) programme for 16 to 18 year olds where tasters in different types of work are offered with learning support. You will work towards a Key Skills qualification and/or Technical Certificate in your chosen work area. The aim of this programme is for all learners to progress onto the Apprenticeship programme, training at an equivalent level or employment.

On Entry to Employment (E2E) you may be eligible for assistance with travel or childcare support or assistance with special equipment. CLaSS will support you to apply for an Education Maintenance Allowance if appropriate.

Apprenticeships are employer-based training programmes leading to a nationally recognized Apprenticeship Qualification. All courses are full-time and take about 12 to 18 months to complete and comprise of a work placement plus college day-release aimed at achieving an Apprenticeship qualification. Your achievement will be based on continuous assessment.

The Apprenticeship framework includes:

- A National Vocational Qualification (NVQ) at level 2
- A Technical Certificate which includes Employment Rights and Responsibilities
- Key Skills in Communication and Application of Number
- Work experience at an appropriate level of responsibility

Apprenticeships are aimed at 16-18 year olds but there are a small number of places on these courses for 19-24 year olds.

For both programmes you will be required to sit an initial assessment and attend an interview to demonstrate your ability and commitment to complete the programme. You will need a minimum of GCSE A*-C in Maths and English or equivalent key skills to start directly on the Apprenticeship programme.

CLaSS works in partnership with a wide range of employers to offer work placements. Where possible, apprentices will be employed and receive payment while completing their training. For apprentices who are not employed, CLaSS will offer support to apply for an Education Maintenance Allowance if appropriate. You may also be eligible for assistance with travel or childcare support or assistance with special equipment.

WE OFFER APPRENTICESHIPS IN THE FOLLOWING VOCATIONAL AREAS:
ADMINISTRATION
CHILDREN'S CARE,
LEARNING & DEVELOPMENT
HEALTH & SOCIAL CARE
CUSTOMER SERVICE
RETAIL



ADMINISTRATION

This programme is for anyone who is interested in working in an office environment and is keen to find out how an office operates. It will give you the opportunity to develop administration, computer, organisational and interpersonal skills.

We are able to offer a wide variety of work placements from large organisations e.g. local authorities and the NHS to small or medium sized local businesses.

The apprenticeship qualification is made up of a NVQ Level 2 in Administration, Key Skills in Communication and Application of Number and a Technical Certificate.

Learner comments

"My placement was really good. I learnt everything about working in an office. I was given the opportunity to use all the equipment as well as all the computer packages."

"I got loads of help and support from my Placement Officer. It's really good because you learn on the job."

"I got a qualification, proved myself at work and was offered a full time job."

CHILDREN'S CARE, LEARNING & DEVELOPMENT

This programme is for anyone who is interested in working in a childcare setting. You will support children to gain independence and self esteem.

On your placement you will:

- Help to plan, set up and support a variety of activities – creative, physical, musical etc.
- Help to give children a stimulating and safe environment to develop.
- Accompany children on outings.
- Work with friendly, helpful colleagues who will provide on the job training.

The apprenticeship qualification is made up of a NVQ Level 2 in Children's Care, Learning and Development, Key Skills in Communication and Application of Number, First Aid for Babies and Children and the Child Care Technical Certificate - which is needed for employment in this field.

Learner comments

"I enjoyed working at the nursery. My colleagues were so helpful."

"I was able to gain knowledge of children's development both at college and at the nursery."

"I received lots of support both at college and at the nursery."

"I've always wanted to work with children and this gave me the opportunity to train on the job."



HEALTH and SOCIAL CARE

This learning programme is for young people who would like a career in caring for adults. You will work in a local residential home supporting the residents with their daily needs, social activities in the home and to accompany residents and other members of staff when they go out (day trips, shopping trips etc).

You will gain an Apprenticeship qualification, which includes NVQ Level 2 in Health and Social Care, Health and Social Care Technical Certificate, Key Skills in Communication and Application of Number and a First Aid Certificate.

Learner comments

"Doing this course enabled me to go into nursing training which was what I've always wanted to do."

"At the end of my training, my placement offered me full time employment. I am now looking forward to start training for an NVQ Level 3."

"I received all the support to meet my needs at Chestnuts House and during my placement."



CUSTOMER SERVICE

On this course, you will have the opportunity to learn a wide range of customer service skills including positive communication, exceptional customer service, customer relations, customer complaints, product awareness and developing personal performance.

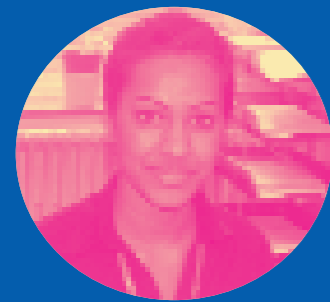
On the Apprenticeship programme you will complete the NVQ Level 2 in Customer Service, Key Skills Units of Communication and Application of Number and a Technical Certificate.

Customer Service is needed in all business environments from retail outlets to offices. We have a wide variety of work placement providers in Customer Service who want to offer training to enthusiastic young people.

Learner comments

“was only luck that I ended up on this programme but I've got no regrets.”

“Great course and friendly and helpful people.”



RETAIL

Are you interested in working in a shop? Do you enjoy contact with members of the public? If so, you may be interested in being a retail apprentice. This is a 14 month programme where you will be working in a well established retail environment and attend college. You will cover the major aspects of retail including health and safety, security, customer service, display work and much more. You will be working to build a portfolio ready for assessment. The apprenticeship consists of a Technical Certificate in Retail, Key Skills Units of Communication and Application of Number and the NVQ Level 2 in Retail.

At present we have learners who are placed in shops locally and there are also opportunities for those who are willing to travel. This is a great opportunity if you want to start a career in retail.

Learner comments

“I've really enjoyed shop work, I didn't know what it would be like but it's been great, and I look forward to a career working in retail.”

“The course has been so interesting, it has not been easy but the work has been worthwhile.”

“The staff from CLaSS and my boss in the shop has been really supportive.”

CONTACT US

CLaSS's Work Based Learning team looks forward to hearing from you.

Telephone **020 8521 4311** and ask to speak to a

Work Based Learning Placement Officer or

email **WBL@walthamforest.gov.uk**

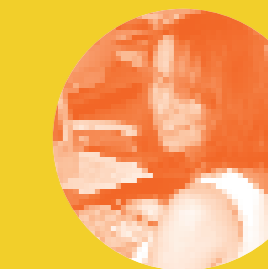
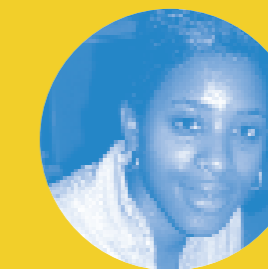
The team is based at:

Chestnuts House, 398 Hoe Street, Walthamstow E17 9AA



Work Based Learning

Entry to Employment (E2E) • Apprenticeships



Learn to earn & enjoy!