



GET HIRED

WITH **APPRENTICESHIPS** AT TYRO SCARBOROUGH

CONTENTS

Introduction	3
Frequently Asked Questions	4
Entry Requirements	5
Choose Tyro	6
What our Students Say	7

BUSINESS & MANAGEMENT APPRENTICESHIPS

Business Administration	8
Customer Services	8
IT & Networking	9
Team Leading	9

HOSPITALITY APPRENTICESHIPS

Hospitality	10
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HEALTH & SOCIAL CARE APPRENTICESHIPS

Care of the Elderly	12
Childcare	12

LAND BASED APPRENTICESHIPS

Agriculture	13
Environmental Conservation	13
Horticulture	14

Progression	14
What can Tyro do	15

APPRENTICESHIP INTRODUCTION

CRAVEN COLLEGE AND TYRO APPRENTICESHIPS ACHIEVE ABOVE THE NATIONAL AVERAGE YEAR ON YEAR

Last year the pass rates for students aged 16–19 years at Craven College and Tyro were 90% compared with a National Average of 69%.

Businesses need employees who can combine technical knowledge with practical skills. Apprenticeships can help you to begin a career in a chosen industry, learn practical skills and achieve nationally recognised qualifications whilst earning money.

Apprenticeships are government backed training schemes aimed at people aged between 16-24 and owing to their success, have been extended to cover a wider age group. As an Apprentice, you will be employed in your chosen industry and receive on-the-job training from your employer.

If you already have a job you may be eligible to receive free training and gain qualifications as an Apprentice.

If you are looking for work, we can help you to find suitable employment and provide the support and training necessary for the Apprenticeship.

Following your application, you will be assigned an Apprenticeship Co-ordinator. Your Co-ordinator will help you decide which Apprenticeship is right for you and help you find an appropriate employer. They will monitor your training and employment and support you throughout your Apprenticeship.



FREQUENTLY ASKED QUESTIONS

ARE THERE DIFFERENT LEVELS OF APPRENTICESHIPS?

There are 3 different Levels available; Apprenticeship, Advanced Apprenticeship & Higher Apprenticeship. We can help you choose the right one for you based on your experience and job opportunities in your chosen area.

WHO CAN BE AN APPRENTICE?

Anyone 16 or over can apply but offers are subject to being eligible for funding. You must be employed within the same industry as your chosen Apprenticeship and be working at least 30hrs/week (can include time spent in training). You must be an EU citizen/resident in the UK for at least 3 years and not hold a higher qualification for example, a Degree, and in some cases, depending on age, other Level 2 or 3 qualifications in the same industry sector.

HOW MUCH WILL I GET PAID?

You will be guaranteed at least the National Minimum Apprenticeship Wage which is £2.73/hr. Many employers pay more based on experience.

WILL I NEED A CV?

Yes – a CV with details of your education, qualifications to-date, work experience (paid or voluntary) and other relevant skills or experience. Your Apprenticeship Co-ordinator will help you with your CV and help you prepare for interview.

DO I NEED TO BE EMPLOYED WHEN STARTING MY APPRENTICESHIP?

Yes. If you already have a job, you may already be eligible for an Apprenticeship or you may be looking for a job. We can help you to successfully locate employment then provide the training necessary for the Apprenticeship.

HOW LONG DO APPRENTICESHIPS TAKE?

There is no set time to complete an Apprenticeship as they vary widely in content and size. The length of time taken will depend on your ability, prior experience and your employer's requirements. An Apprenticeship will usually take anything from 12-24 months at Level 2 and a Direct Level 3 Advanced Apprenticeship could take up to 3 years.

AM I TOO OLD TO BE AN APPRENTICE?

Apprentices over the age of 19 may require an employer contribution. Anyone over the age of 25 may be an Apprentice but the employer will be required to contribute towards the cost of training. If you are unsure if you could be eligible please contact us to find out.

HOW DO I GET STARTED ON AN APPRENTICESHIP?

You'll need to think carefully about the field of work in which you want to train. Discuss your ideas and interests with your parents or careers adviser. Contact us for more information and chat about opportunities available.

CAN I PROGRESS ON TO FURTHER OR HIGHER EDUCATION?

Most Apprenticeships offer a potential progression from Level 2 to a Level 3 Advanced Apprenticeship and in some instances you could progress onto a Level 4 Higher Apprenticeship if available. There is also the option to do other industry qualifications or go into Higher Education.

WHAT QUALIFICATIONS DO I GET WHEN I'VE FINISHED MY APPRENTICESHIP?

You'll get a package of qualifications – an Apprenticeship involves competency Certificates & Diplomas. These qualifications demonstrate your knowledge and practical abilities. You will also leave with Functional Skills (where required) at an appropriate Level. Any Apprentice can choose additional courses or qualifications that complement their learning (subject to discussion with your Apprenticeship Co-ordinator).

WHAT SORT OF PERSON IS ACCEPTED ON TO AN APPRENTICESHIP?

In addition to the following requirements, you will need to be able to show that you can use your own initiative, have fully researched the career area you want to work in and that you are the right person for the job. You will need to be aware of your responsibilities to both yourself and the company who employs you. You will need to be committed and willing to work. As a student on an Apprenticeship you need to be realistic about the amount of work you may have to do and you should be prepared for further study.

ENTRY REQUIREMENTS

To study an Apprenticeship at Craven College and Tyro you ideally will require 3 GCSEs A*-D.

Alongside these general entry qualifications, each Apprenticeship may have its own specific entry requirements which are included on the following pages with each Apprenticeship.

All Apprenticeships require an interview and experience will be taken into consideration.

CHOOSE TYRO

At Tyro we offer a professional approach with each Apprentice being assigned an approachable, highly skilled Apprenticeship Co-ordinator and a knowledgeable, experienced Assessor to look after and support you throughout your Apprenticeship. Our team has outstanding local knowledge and works closely with employers throughout the region to find Apprenticeship vacancies.

Our Apprenticeship courses are a brilliant way to gain new practical and professional skills, on the job training, nationally recognised qualifications and earn money at the same time.

Apprenticeship results have been exceeding national statistics overall year on year, OFSTED reported:

“ACHIEVEMENT RATES FOR LEARNERS ON APPRENTICESHIP PROGRAMMES ARE OUTSTANDING”.

We spend time developing our relations with

local employers so that we can ensure a wide selection of opportunities for our apprentices. We make informed matches between student and employer for a mutually beneficial partnership.

Bill Emmerson, Sales Manager from C>Ways Ltd. said:

“ C>WAYS HAVE BEEN DELIGHTED TO HAVE BEEN INVOLVED WITH THE TYRO APPRENTICESHIP SCHEME.

THE THREE APPRENTICES, LOUISE, JEREMY AND LIAM HAVE BEEN ENTHUSIASTIC, HARDWORKING, RELIABLE AND HAVE REALLY GRASPED THEIR CAREER OPPORTUNITY. THEIR CONTRIBUTION TO THE COMPANY HAS BEEN IMMENSE BRINGING ENERGY AND SKILL TO THEIR RESPECTIVE ROLES.

LOUISE, JEREMY AND LIAM ARE AN EXAMPLE OF HOW YOUNG PEOPLE, GIVEN AN OPPORTUNITY CAN REALLY CONTRIBUTE TO THE SUCCESS OF A BUSINESS.”

WHAT OUR STUDENTS SAY



LOUISE MILNER
LEVEL 3 BUSINESS ADMINISTRATION
C>WAYS LTD

“ IN LESS THAN A YEAR IN MY APPRENTICESHIP I HAVE LEARNT SO MUCH ABOUT WORKING LIFE. FROM WORKING HARD I HAVE SUBSEQUENTLY RECEIVED PROMOTIONS, PAY RISES AND GAINED LOTS OF EXPERIENCE.”



HARRIOT ALLSOPP
LEVEL 2 HEALTH & SOCIAL CARE
QUEEN MARGARET'S NURSING HOME

“ I THINK ANY YOUNG PEOPLE WHO WANT TO GO INTO HEALTH & SOCIAL CARE SHOULD TAKE THE APPRENTICESHIP ROUTE BECAUSE IT'S A GREAT EXPERIENCE AND YOU ACHIEVE A LOT, GAIN NVQS AND HAVE A GREAT JOB AT THE END.”



JEREMY DEAN
LEVEL 2 BUSINESS ADMINISTRATION
C>WAYS LTD

“ APPRENTICESHIPS ARE A GREAT WAY TO GAIN EXPERIENCE WHILST ALSO EARNING A WAGE. I AM 100% CONFIDENT THAT I MADE THE RIGHT DECISION BY CHOOSING THE APPRENTICESHIP ROUTE.”

BUSINESS ADMINISTRATION – LEVELS 2 & 3 - Course Length: 12-18 months

Entry Requirements	Career Progression	Additional Study
- GCSE English & Maths A*-C - Employment	- Higher Education - Supervisor/Management Role	- Functional Skills in Maths, English & ICT - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

Business administrators are invaluable because they are the foundation for ensuring the maintenance and flow of business systems and communications which enable an organisation to be responsive, informed and successful. You will be treated as a valued member of a team, have good organisational skills along with motivation, enthusiasm and a commitment to study. You will learn a wide range of office procedures including how to produce a variety of business documents, work effectively as part of a team and communicate with clients.

Units of study may include:

- **Level 2** - Handle Mail, Make & Receive Telephone Calls, Produce Documents, Reception Services, Use Office Equipment
- **Level 3** – Analyse & Report Information, Design & Produce Documents, Develop a Presentation, Plan & Organise an Event, Plan & Organise Meetings, Supervise an Office Facility

CUSTOMER SERVICES – LEVELS 2 & 3 - Course Length: 12-18 months

Entry Requirements	Career Progression	Additional Study
- GCSE English & Maths A*-C - Employment	- Higher Education - Supervisor/Management Role	- Functional Skills in Maths & English - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

Customer Services are the ‘face’ of any organisation and for this reason play a very important part in the customer experience. Good communication skills and professional handling of customer enquiries is key. An Apprenticeship can help you to develop these skills so that you can work comfortably when dealing with people. A wide variety of skills is needed for the Customer Service Apprenticeship, including identifying customers and what they value. You must have patience, excellent organisational skills and a commitment to work with a clear telephone manner.

Units of study may include:

- **Level 2** - Communicate Effectively with Customers, Deliver Reliable Customer Services, Make Telephone Calls to Customers, Process Customer Service Complaints, Process Information about Customers
- **Level 3** – Improve the Customer Relationship, Make Customer Service Personal, Promote Additional Products or Services to Customers, Promote Continuous Improvement, Use Customer Service as a Competitive Tool

IT & NETWORKING- LEVEL 2 & 3 - Course Length: 14-18 months

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Degree/Higher Apprenticeship - Progress within the business/industry: Software Developer, IT Support, WebsiteDeveloper, Analyst, IT Technician, Network Manager	- Functional Skills in Maths, English & ICT - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

Aimed at those who have a passion for technology and excellent problem solving skills. You could be working for a large organisation in a desktop support role or for someone with a small business that delivers IT solutions to domestic clients or has small commercial contracts. You will have the chance to develop your technical skills and knowledge. The role will also require a high level of customer service skills.

Units of study may include:

- **Level 2 Diploma** - Customer Care in IT , Software Installation & Upgrade, Security of ICT Systems, Technical Advice & Guidance, Technical Fault Diagnosis, Working with ICT Hardware Equipment & Systems
- **Level 3 Diploma** - System Operation, IT Project Management, Quality Management of ICT Products & Services, Design & Develop a Website, Managing Software Development, Remote Support for Products & Services

TEAM LEADING – LEVEL 2 - Course Length: 14-18 months

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Level 3 Study	- Functional Skills in Maths & English - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

Team Leading is for a practising team leader whose work involves the application of knowledge and skills in a significant range of varied work activities, performed in a variety of contexts, some of which are complex or non-routine, and who has some degree of personal autonomy and responsibility, and collaborates with others through membership of a team.

Units of study may include:

Building & Developing your Team, Causes of Underperformance & Dealing Sensitively with Situations, Communications Processes & Skills (including non-verbal communication), Differences & Similarities Between Leadership & Management, Practical Steps a Team Leader can Take to Motivate their Team, Recognised Models of Motivation, Leadership Styles & Effect on Team Members, Managing Time & Stress, The Role & Skills of a Team Leader (Strengths & Weaknesses), Understanding & Meeting Customer Needs

HOSPITALITY – LEVELS 2 & 3 - Course Length: 12-24 months

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Hospitality Supervisory/Management Role	- Functional Skills in Maths & English - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

The hospitality industry has a vast range of exciting opportunities. You could be working for a small local restaurant as a kitchen assistant or in a customer facing food and drink service role; perhaps working for a chain of exclusive hotels carrying out professional cookery or working front of house dealing directly with customers. Some Apprentices carry out all of these tasks with the same employer in a multi-skilled role. There are great opportunities locally and excellent progression routes to further your career.

Units of study may include:

- **Level 2 - Food & Beverage Service** - Maintain & Deal with Payments, Provide Silver Service, Serve Alcoholic & Soft Drinks
- **Level 2 - Food Processing & Cooking** - Cook & Finish Basic Meat, Fish, Poultry & Vegetable Dishes, Prepare Cook & Finish Sauces
- **Level 2 - Front of House Reception** - Maintain Safe, Hygienic & Secure Working Environments, Work Effectively as Part of a Hospitality Team, Giving Customers a Positive Impression, Arrival & Departure of Customers, Communication, Provide Reception Service
- **Level 2 - Kitchen Service** - Maintain a Safe, Hygienic & Secure Working Environment, Work Effectively as Part of a Hospitality Team, Maintain Food Safety When Storing, Preparing & Cooking Basic Food
- **Level 2 - Housekeeping** - Maintain a Safe, Hygienic & Secure Working Environment, Work Effectively as Part of a Hospitality Team, Cleaning & Servicing a Range of Housekeeping Areas
- **Level 2 - Multi-skilled Hospitality Services** - Options from the above units and options available for Front Office & Housekeeping
- **Level 2- Cleaning & Support Service Skills** - Clean and maintain internal surfaces and areas, Clean food areas
- **Level 2 - Professional Cookery** - Maintain Food Safety When Storing, Preparing & Cooking Food, Prepare Cook & Finish Basic Meat, Fish, Poultry & Vegetable Dishes, Prepare Cook & Finish Hot & Cold Desserts
- **Level 3 - Hospitality Supervision & Leadership** - Maintain the Food & Drink Service, Monitor & Solve Customer Service Problems, Maintain the Reservations & Booking Service
- **Level 3 - Professional Cookery or Patisserie** - Contribute to the Development & Introduction of New Recipes & Menus, Prepare Cook & Finish Complex Fish, Meat & Poultry Dishes, Prepare Cook & Finish Complex Hot Sauces



CARE OF THE ELDERLY — LEVELS 2 & 3 - Course Length: 15-18 months

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Care of the Elderly, Mental Health, Residential Care or Social Work	- Functional Skills in Maths & English - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

An Apprentice working in Health & Social Care will assist senior care workers and social workers to provide care services in nursing or residential homes and also out in the community. You may be employed by the NHS, the local authority or private health organisations. You will work in a customer facing role and will need to develop excellent customer service skills. Working as an Apprentice means you can put your skills into practice as you learn.

- Units of study may include:
- **Level 2** - Introduction to Communication in Health & Social Care, Introduction to Duty of Care, Introduction to Equality & Inclusion, Introduction to Personal Development, Principles of Safeguarding & Protection
 - **Level 3** - Principles for Implementing Duty of Care, Promote & Implement Health & Safety, Promote Communication in Health & Social Care, Promote Equality & Inclusion, The Role of a Health & Social Care Worker

CHILDCARE — LEVELS 2 & 3 - Course Length: 14-24 months

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Nursery Management or Senior Nursery Officer	- Functional Skills in Maths, English & ICT - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

You will gain huge job satisfaction from a career working with children. You will learn how to design educational and recreational activities, avoid conflict, handle difficult situations and understand the unique relationship that childcare workers have with children in their care.

- Units of study may include:
- **Level 2** - Children & Young Persons Development, Communication, Introduction to Equality & Inclusion, Maintain & Support Relationships, Safeguarding
 - **Level 3** - Develop Positive Relationships with Children, Engage in Personal Development, Promote Children & Young Persons Development, Promote Equality & Inclusion

AGRICULTURE — LEVELS 2 & 3 - Course Length: 2 years

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Degree Higher Apprenticeship at Level 4 - Progress within the business/industry	- Functional Skills in Maths & English - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

Agriculture is an important sector and because we serve a large rural community we understand the needs of employers and the workforce. Opportunities range from the traditional smaller farm or specialist farm with rare breeds to the large commercial farm with a variety of animals and crops. The work is very interesting, varied and rewarding but be prepared for long days and working in all weather conditions.

- Units of study may include:
- **Level 2** - Maintain Livestock during Pregnancy, Monitor & Maintain Welfare of the Animals, Monitor & Maintain Health & Safety, Prepare Outdoor sites for Livestock, Prepare Water & Feed Supplies for Livestock
 - **Level 3** - Deliver Basic Treatments to Livestock, Maintain & Store Records within the Workplace, Maintain Health & Welfare of Livestock during Transportation, Monitor & Maintain Livestock on Outdoor, Sites, Promote & Monitor Health & Safety

ENVIRONMENTAL CONSERVATION — LEVEL 2 - Course Length: 18 months

Entry Requirements	Career Progression	Additional Study
- 3 GCSEs A*-D - Employment	- Study at Level 3 - Specialist study in a chosen field of Environmental Conservation - Progress within the industry	- Functional Skills in Maths & English - Personal Learning & Thinking Skills - Employee Rights & Responsibilities

The Environmental Conservation Apprenticeship focuses on practical skills to assist countryside management and community environmental projects. You will learn how to restore, develop and maintain countryside or urban spaces. There is a wide variety of optional units to choose from which will make the Apprenticeship specific to your employment and needs of the environment that you will work within. You will need good communication skills, excellent problem solving skills and manual dexterity.

- Units of study may include:
- **Level 2** - Construct, Maintain & Repair Stiles, Encourage Involvement in Recycling, Hedge Laying, Introduction to Dry Stone Walling, Prepare Sites to Create Habitats, Work with & Consult the Local Community

HORTICULTURE — LEVELS 2 & 3 - Course Length: 14-18 months

Entry Requirements	Career Progression	Additional Study
<ul style="list-style-type: none">- 3 GCSEs A*-D- Employment	<ul style="list-style-type: none">- Higher Education- Supervisory/Management Role- Start your own Business	<ul style="list-style-type: none">- Functional Skills in Maths & English- Personal Learning & Thinking Skills- Employee Rights & Responsibilities

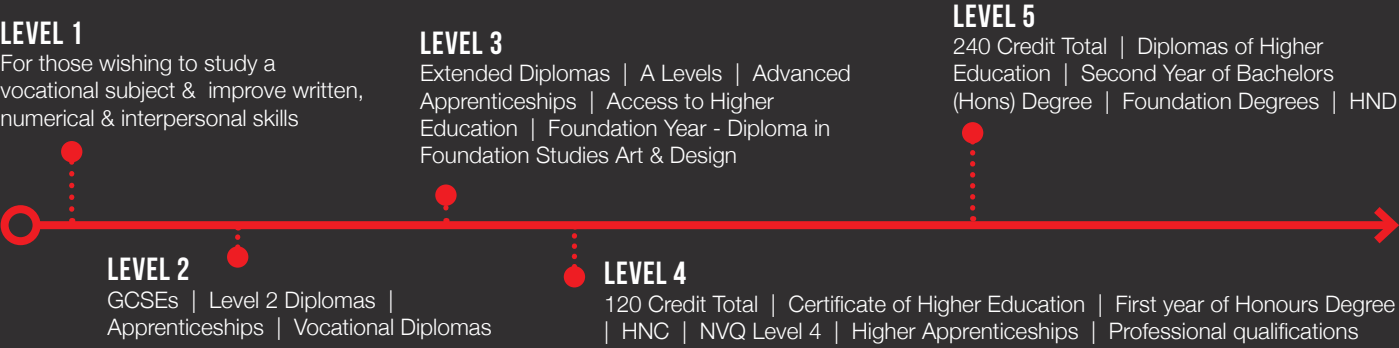
The horticulture industry offers many opportunities from potting and cultivating plants, to designing and maintaining soft and hard landscaping. With two pathways available, Production Horticulture or Landscaping, you could be working for a large garden centre maintaining and growing plants or for a council doing grounds maintenance or even working for a landscaper who maintains planting schemes and builds paths, fences and patios in domestic gardens.

Units of study may include:

- **Level 2** - Establish Plants or Seed in Soil, Health & Maintenance of Turf, Level & Prepare Sites for Landscapes, Monitor Health & Safety, Prepare Ground for Seeding & Planting
- **Level 3** - Design Landscape Areas, Estimate & Plan Resource Requirements, Seed Propagation, Prepare Sites for Soft Landscape Establishments, Safe Use & Application of Pesticides



PROGRESSION The chart below will help you to find the level you are currently at and what you can aim for. We are here to help you at every stage of your progression to ensure you achieve your learning goal.



WHAT CAN TYRO DO



TYRO OFFERS AN EXTENSIVE RANGE OF TRAINING, CONSULTANCY AND SUPPORT

Tyro has worked with businesses and organisations across the region for 15 years to deliver training and business solutions when and where you need it.

The Tyro team promise quality of expertise and delivery from experienced trainers.

We provide a wide range of training and consultancy, from basic legislative courses, through specific vocational skills, to developing entrepreneurial staff to grow your business. We can accommodate you in one of our training centres in Scarborough, Skipton or Leeds Bradford International Airport, or deliver directly on your premises.

Our Business Development Team work with you to deliver flexible, cost effective and innovative training solutions which meet your exact requirements.

- Visit our website www.tyrotraining.co.uk or call **01723 588 072** for more information on our range of courses covering the following areas:
- Developing People
 - Developing Managers
 - Developing Business
 - First Aid and Safety Obligations
 - IT and Technical Skills
 - Health and Social Care
 - Forestry, Landbased, Construction and Trades
 - Catering, Food and Hospitality
 - Schools and Nurseries
 - CPC Driver Training

DEVELOPING PEOPLE
DEVELOPING MANAGERS
DEVELOPING BUSINESS

You know what's best for your business, that's why our approach is to offer a knowledgeable, no pressure conversation, at no cost to your business, to assess your specific needs and work out the best solution for you. Each business is unique which is why we design a programme exclusively for your business. Call now to arrange a free, no obligation conversation with one of our team.

- Bespoke Training and consultancy are available in the following areas:
- Improving Efficiency
 - Leadership and Management
 - Sales and Marketing
 - Human Resources
 - Performance Management
 - Financial Management
 - Customer Service

www.tyrotraining.co.uk



training...consultancy...support

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Tyro is the commercial division of Craven College

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