

Stepping Stones

Education & Training



Employer Qualification Prospectus 2022-2023



Welcome to Stepping Stones

The common factor in all businesses is that the development of a company is built on both quality of staff and service; the more experienced and better trained the employees are, then the more prosperous the enterprise will become.

Stepping Stones is a successful business due to a committed, organised team who have undertaken all of the relevant training in order to increase their performance, building our reputation up over the past 20 years to be a significant provider of education and training throughout the UK.

With university fees at an all-time high and limited job prospects at the end due to a lack of work experience, the best alternative lies with Stepping Stones Education & Training. The apprenticeship schemes that we deliver will enrich both the learner and company in equal measures and provide a solid grounding towards a bright future.

To find out more about our wide range of training and support please feel free to continue through this brochure or alternative you can browse our website: www.stepstones-uk.com

At Stepping Stones, we work with a number of awarding bodies so that we can deliver the best service to you. Here are some of the companies that we work with:



Apprenticeship Information

Apprenticeship standards

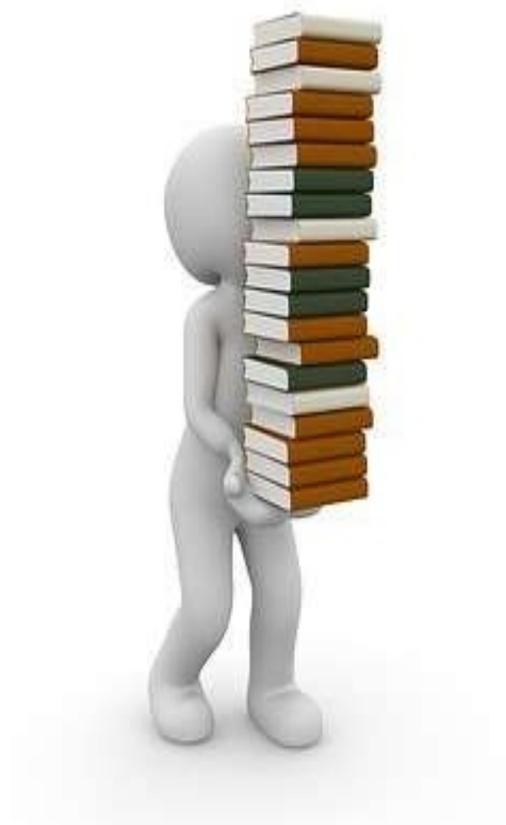
Apprentices must learn and evidence skills, knowledge and behaviours set down in the apprenticeship standard. The standard is made up of two parts, on-programme learning and end-point assessment.

Maths and English

All apprentices should be supported to improve their maths and English. Depending on the level of maths and English they have already achieved, and the apprenticeship being taken, studying maths and English could be a requirement of their apprenticeship. Maths and English will be delivered through Functional Skills.

Details are in the apprenticeship standard or SASE framework though generally:

- Level 2 apprentices need maths and English at Level 1 and should attempt Level 2.
- Level 3 apprentices need maths and English at Level 2.
- There may be extra requirements for higher level apprenticeships or industry roles.



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5. Customer Service Specialist Level 3
6. Hair Professional Level 2
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Other Useful Information

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Standard Qualifications

Adult Care Worker Level 2

Occupation: Adult Care Worker

Duration: 15 months (including EPA)

Adult Care Workers are the frontline staff who help adults with their care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives.

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. Adult Care Workers need to have the right values and behaviours developing competences and skills to provide high quality compassionate care and support. They are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care. Job

roles are varied and determined by and relevant to the type of the service being provided and the person supported. Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings.

These are the personal attributes and behaviours expected of all Adult Care Workers carrying out their roles

- Care – is caring consistently and enough about individuals to make a positive difference to their lives
- Compassion – is delivering care and support with kindness, consideration, dignity and respect
- Courage – is doing the right thing for people and speaking up if the individual they support is at risk
- Communication – good communication is central to successful caring relationships and effective team working
- Competence – is applying knowledge and skills to provide high quality care and support
- Commitment – to improving the experience of people who need care and support ensuring it is person centred



Lead Adult Care Worker Level 3

Occupation: Lead Adult Care Worker

Duration: 18 months (including EPA)

Lead Adult Care Workers are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives. In addition, Lead Adult Care Workers have responsibility for providing supervision, frontline leadership, guidance, and direction for others, or working autonomously, exercising judgement and accountability.

As a Lead Adult Care Worker, they will make a positive difference to someone's life when they are faced with physical, practical, social, emotional, or intellectual challenges. By providing leadership, guidance, and direction at the frontline of care delivery you will be instrumental in improving the health and wellbeing of those receiving care and support. Lead Adult Care Workers will in some circumstances have delegated

responsibility for the standard of care provided and may supervise the work of other care workers. This exercising of autonomy and accountability means leading and supporting others to comply with expected standards and behaviours.

Lead Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres or some clinical healthcare settings. As well as covering Lead Adult Care Workers this standard also covers Lead Personal Assistants who can work at this senior level, but they may only work directly for one individual who needs support and/or care services, usually within their own home.

These are the personal attributes and behaviours expected of all Lead Adult Care Workers carrying out their roles:

- Care – is caring consistently and enough about individuals to make a positive difference to their lives.
- Compassion – is delivering care and support with kindness, consideration, dignity, empathy, and respect.
- Courage – is doing the right thing for people and speaking up if the individual they support is at risk.
- Communication – good communication is central to successful caring relationships and effective team working.
- Competence – is applying knowledge and skills to provide high quality care and support.



Business Administration Skills Level 3

Occupation: Administrator

Duration: 18 months (including EPA)

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining, and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

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. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to show initiative, managing priorities, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.



Customer Service Practitioner Level 2

Occupation: Customer Service Practitioner

Duration: 15 months (including EPA)

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance, and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You

may be the first point of contact and work in any sector or organisation type.

Your employee will influence the customer experience and their satisfaction with your organisation. They will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.



Customer Service Specialist Level 3

Occupation: Customer Service Specialist **Duration:** 15 months (including EPA)



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

Your employee will be an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. They will often be an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, they will share knowledge with your wider team and colleagues.

They will also gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out their role with the awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Team Leader / Supervisor Level 3

Occupation: Supervisor/ Team Leader **Duration:** 12 – 18 months (including EPA)

A team leader/ supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They can provide, direction, instructions and guidance to ensure the achievement of set goals. From this qualification specific responsibilities will vary, but the knowledge, skills and behaviour needed will be the same whatever the role. Key responsibilities should include, supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships both internally and externally.

Ideally your member of staffs' roles/ occupations should include:
Supervisor, Team Leader, Project Officer, Shift Supervisor,
Foreperson and Shift Manager.



On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the institute of Leadership & Management, to support their professional career development and progression.

Hair Professional Level 2

Occupation: *Trainee Hairdresser/ Barber* **Duration:** *24 -27 months (including EPA)*

There are two distinctly different job roles within the occupational profile, Hairdresser and Barber.

Hairdressers will be able to shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create variety of looks, and colour and lighten hair for ladies and men.

Barbers will be able to shampoo and condition hair, cut hair using barbering techniques, style and finish hair, cut facial hair into shape and provide shaving services for men.

Hairdressers and barbers must be able to work with all hair types ranging from straight hair to very curly, wiry hair.

They also need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.



Your employee will complete mandatory core skills and knowledge for hairdressing and barbering, those being:

Professionalism and values - Demonstrate professionalism and a passion for the industry; have a commitment to quality, a positive attitude and team working; work under pressure; observe time management and self-management; show a willingness to learn; complete services in a commercially viable time and to a high standard; observe professional ethics.

Behaviours and Communication - Greet clients in a friendly manner; choose the most appropriate way of communicating with clients; always be helpful and courteous; adapt behaviour in response to each client; respond promptly to clients seeking assistance; establish client expectations and needs; willingly undertake wider salon duties, including reception duties where appropriate.

Safe working practices - Maintain effective, hygienic and safe working methods; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; meet legal and organisational requirements; maintain the client's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices;

Advanced & Creative Hair Professional

Occupation: Senior Stylist

Duration: 21 -24 months (including EPA)

Advanced and Creative Hair Professionals are creative, passionate, and driven professionals who work without supervision, managing themselves and others when required. They provide a quality service, whilst working to the highest standards and continuously developing their personal and professional skills. An Advanced and Creative Hair Professional works in the hair industry, which is one of the largest, most trusted and fashion forward professions. They take ownership of their work and client lists, accept responsibility, are proactive, flexible, and adaptable, plan their

work and time, they aim for excellence by taking exceptional pride in their work and industry. They are highly skilled and experienced individual professionals who deliver hair fashion forward trends, which are innovative styles inspired by current images and their own creativity, individual flair, imagination, and interpretation.



An Advanced and Creative Hair Professional:

- demonstrates professionalism by maintaining confidentiality and discretion.
- analyses the factors that influence the design and creation of the collection of hairstyle looks, including the target audience.
- designs a range of looks to create a fashion forward collection of hairstyle looks.
- maintains effective and safe methods of working.
- uses and adapt a range of sectioning and cutting guidelines, creative and precision techniques, and technical skills to create and enhance the collection of hairstyle looks.
- carries out precision and personalised cutting tailored to individual client characteristics.
- uses a range of creative finishing and dressing techniques, advanced creative colouring techniques to enhance the collection of hairstyle looks.
- presents, showcases, and promotes their skills through their collection of hairstyle looks via a variety of media types and platforms.
- provides a smoothing strengthening service to clients.
- carries out in-depth consultation and complex analysis of the hair.
- uses and applies the products, tools, and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy.
- provides advice on future services and products.

Hospitality Team Member Level 2

Occupation: Front of House

Duration: 18 months (including EPA)

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping,



concierge and guest services, reception, reservations and conference and banqueting. The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.



All hospitality team members must have the following introductory knowledge

- Understand what hospitality means; the culture of the industry and why delivering a customer experience to meet and exceed customer's expectations is so important to hospitality businesses.
- Appreciate the importance of hospitality behaviours such as personal conduct, being adaptable, using initiative and communicating with a diverse range of people.
- Know the range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available.

Retailer Level 2

Occupation: Sales Assistant

Duration: 18 months (including EPA)

The main purpose of a retailer is to assist customers when they purchase products and services, which requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments, for example, using a till. Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Therefore, retailers enjoy direct contact with a wide range of people and are motivated by completing a sale and knowing a customer is happy with their purchase. They can work in a variety of shops and other retail establishments: small boutiques, large high street chains, supermarkets and well-known department stores are just some examples. More specialist retailers include funeral services, garden centres, delicatessens and people who work in remote environments

for example in telephone, on-line and mail order retail.

Regardless of the type of products and services being sold, a wide representation of employers from across the retail industry have defined this standard and agreed that the knowledge, skills and behaviours that apprentices must have to do their job are the same.

Knowledge and Understanding

Customer – Know the customer profile of the business, appropriate methods for communicating with customers e.g. face to face and remotely, what customers' purchasing habits are, how to support and increase sales, encourage customer loyalty and achieve repeat business

Business – Know the vision, objectives and brand standards of the business and how to contribute towards their success.

Communication – Know how to identify and determine individuals' situation and needs and how to respond in the most appropriate way in line with the business culture.

Sales & Promotion - Understand the sales opportunities that exist across the year within the business and industry and the need-to-know customers' buying habits during these periods, seasonal product / service knowledge, and stock requirements at different times of the year



Supply Chain Warehouse Operative Level 2

Occupation: Warehouse Operative

Duration: 15 months (including EPA)

Warehouse Operatives work in a variety of warehouse environments. Work activities include taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking/packing orders, loading goods for dispatch, maintaining stock records and documentation, and cleaning. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or forklift trucks.



Warehouse Operatives communicate with a wide range of people and customers. They have a passion to meet customers' expectations by providing a quality service that encourages repeat business.

Core knowledge – all Warehouse Operatives will have a good understanding of:

1. Steps to take to minimise the effect their work has on the environment; the need to maintain a high level of housekeeping and manage waste effectively; using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly.
2. Safe use of equipment and machinery where to find instructions/guidance; consequences of incorrect use.
3. Use of warehouse systems and processes relating to packaging, moving and receiving stock within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers.
4. Relevant regulation and legislation governing the supply chain industry, their subsector and role in particular; consequences of not adhering to legal guidelines.
5. Effective communication with customers that store goods with the company/colleagues in line with situation and organisational style/culture.
6. Vision, objectives, and brand of the organisation; the importance of organisation reputation and what can affect it; how their own performance can contribute to organisational success and support or impact on others.
7. Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role; how to keep up to date with any changes in the systems, processes and technology that affect their role.
8. How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.



Privacy Policy

Stepping Stones Education and Training Ltd recognises that your personal privacy is a serious and important issue and we support the principle of protecting privacy on the internet and paper based within the context of current legislation. This policy explains how we treat your personal information.

Data Collected:

Personal Data; this includes for example; name, contacts, age, gender, academic details, family, lifestyle and social circumstances, education and training details, employment details and financial details. Sensitive Personal Data (which is a category of Personal Data which is specifically defined in the DPA) and is inclusive of: physical or mental health issues, racial, ethnic or religious beliefs and criminal offences.

Uses:

We require this information to understand your needs and provide you with a better service. By supplying your information, you are consenting to Stepping Stones Education and Training Ltd keeping it for a reasonable period of time and using it for the purpose set out below:

- The maintenance of student records (including both personal and academic detail) and management of academic progress (e.g. assessment, examination boards & degree classifications)
- Academic audit and internal research, including monitoring quality and performance Equal opportunity monitoring
- We may use the information to improve our products and services
- We may periodically send promotional emails about new services or other information which we think you may find interesting, using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email or phone. We may use the information to customise the website according to your interest.

Your Data Security and Confidentiality:

Keeping information about you secure is very important to us so we store and process your personal, information in accordance with the high standards required under data protection legislation.

We do our best to keep the information you disclose to us secure by putting in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. However, we can not 100% guarantee its security.

Third Parties

Stepping Stones allows access to employees of the company to personal information where it is necessary for the normal discharge of its operations. Students information may also be disclosed to the following third parties or their agents.

Relevant government departments to whom the company has a statutory obligation to release information; for example, the SFA, any service providers the company may use to help us with the administration of practical day-to-day running of Stepping Stones. In the event that your education at Stepping Stones involves you working with vulnerable adults then the company may transfer your personal information to relevant external bodies such as the criminal records bureau, in discharge its statutory responsibilities to enable routine vetting to be carried out.

Safeguarding

Context and Scope

Stepping Stones Education and Training Ltd, has a legal responsibility to safeguard and promote the welfare of children and vulnerable adults. Part of this responsibility will be to report and work with others to safeguard children and vulnerable children from all types of harm, abuse or neglect.

Definitions

Legislation defines children as those under 18 years old and those up to 25 with learning difficulties or disabilities. Vulnerable adults are defined as over 18, but for various reasons may not be able to care for themselves or protect themselves from being harmed or exploited.

Safeguarding Concerns Concerns

may include:

1. Abuse – Physical/Sexual/Psychological/Financial/by Neglect or omission
2. Discrimination
3. Radicalisation

Employers

Employers providing any form of work-related learning have the primary duty of care for students on placement or apprenticeships.

Responsibilities include:

1. Assessing any risks to students before placement begins, including welfare and safeguarding. This will include protecting them from harm in any setting where they may be most at risk.
2. Providing appropriate induction, training and supervision for students.
3. Looking after the welfare of students on placement, including having suitable supporting procedures, including names contacts in case of emergencies.
4. Ensuring systems are in place to prevent unsuitable people working with students

Students are designated as employees for the purpose of Health and Safety.

Reporting Safeguarding Concerns

If a student discloses anything that gives you reason to suspect that they may be at risk of harm, you should:

1. Listen carefully and take what is being said seriously.
2. Tell the student you have a duty to report concerns.
3. Tell the student you cannot promise confidentiality.
4. Write down what the student says in their own words.
5. Email the safeguarding officer as soon as possible.
6. You will be asked to follow this up with a written report with details of the time, date and what happened.

Employer Non-Levy/Levy Information

The Government introduced apprenticeships funding reforms that came into effect from May 2017. These include the introduction of the apprenticeship levy for employers with an annual pay bill of more than £3m and government/ employer co-investment arrangements for all other employers.

Stepping Stones Education & Training Employer					
LEVY		NON-LEVY			
0.5% payroll over £3m £15,000 allowance (=0.5% x £3m) 10% top up		More than (>) 50 employers		Less than (<) 50 employers	
16-18	19+	16-18	19+	16-18	19+
£1,000 support payment*		10% co-investment	10% co-investment	0% co-investment	10% co-investment**
		£1k support payment*		£1k support payment*	

*A further £1,000 support payment also payable to the provider

**£0 investment also for 19+ care leavers and those with a Local Authority Education, Health & Care Plan

Course Price Breakdown

Qualification	Level	Typical Training Duration (months)	EPA Duration (months)	Total TNP	5% Employer Contribution	80% to paid upfront or over 10 months	20% of Completion
Certificate for Supply Chain Warehouse Operative	2	12	3	£3,000	£150.00	£120.00	£30.00
Certificate in Retail	2	12	3	£4,000	£200.00	£160.00	£40.00
Diploma for Team Leaders & Supervisors	3	12	3	£4,500	£225.00	£180.00	£45.00
Diploma in Care	2	12	3	£3,000	£150.00	£120.00	£30.00
Diploma in Adult Care	3	15	3	£3,000	£150.00	£120.00	£30.00
Diploma in Hair Professional	2	24	3	£7,000	£350.00	£280.00	£70.00
Diploma in Advanced & Creative Hair Professional	3	21	3	£5,000	£250.00	£200.00	£50.00
Diploma in Business Administration	3	15	3	£5,000	£250.00	£200.00	£50.00
Diploma in Customer Service Practitioner	2	12	3	£3,500	£175.00	£140.00	£35.00
Diploma in Customer Service Specialist	3	15	3	£4,000	£200.00	£160.00	£40.00
Diploma in Hospitality (Hospitality Team Member)	2	12	3	£4,000	£200.00	£160.00	£40.00



Stepping Stones Education & Training is always looking at ways that we can improve the services that we offer – if you would like to provide any feedback on how we have done please email – enquires@stepstones-uk.com



Stepping Stones aims to provide high quality education and training to the widest range of local people.

The details in the course guide were correct at the time of print. Stepping Stones however, reserves the right to alter the information contained at any time.

Please call us with any queries you may have on 01782 478378.

Stepping Stones prides itself on being a green organisation, which has undertaken a series of initiatives designed to reduce the size of our carbon footprint.

We promote the use sustainable resources and discourage wasteful, or damaging, environmental practices and continue to raise awareness and understanding of environmental issues amongst all staff and students.