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Quest is committed to equal opportunities for all



Adult Apprenticeships

free training for people over the age of 25



Administration

What are adult apprenticeships in administration?

Until now, traditional apprenticeships have only been available to school leavers or young people up to the age of 25. A limited number of Adult Apprenticeships have now been introduced for people over the age of 25, giving older, more experienced employees the opportunity to gain an apprenticeship in administration **completely free of charge**.

Adult apprenticeships are employer-based quality training programmes leading to an NVQ Level 2 or 3 qualification in Administration, a City & Guilds Certificate in Administration at Level 2 or 3 and key skills in Communication and Application of Number at Levels 1 or 2.

There is no set time to complete an apprenticeship but an experienced person should be able to complete the full in apprenticeship in less than a year.

Adult apprenticeship programmes include:

- an NVQ at Level 2 or 3
- a technical certificate at Level 2 or 3
- Key Skills qualifications in Communication and Application of Number at Level 1 or 2



Adult apprenticeships lead to an NVQ at Level 2 and advanced adult apprenticeships lead to the qualifications at Level 3. People over the age of 25 interested in completing an adult apprenticeship will start at the level appropriate to their skills and experience.

The NVQ Level 2 in Administration is aimed at people new to office work. Apprentices must complete five units - two mandatory units and three optional units.

The NVQ Level 3 in Administration is aimed at more experienced staff with a more varied and responsible job role. Apprentices must complete six units - two mandatory units plus four optional units.

Assessment

Apprentices build a portfolio of work-based evidence demonstrating that they can perform to the level set out in the NVQ standards. They are also visited regularly in the workplace by a Quest assessor who carries out observations of the apprentice carrying out activities that show their competence against the standards.

Training

Quest's apprenticeship programme is specially designed to meet the needs of apprentices and allows them to choose the training method which suits them, and their employer, best. Apprentices can attend Quest's training centre at Neptune House for theory and IT training every two weeks or on a monthly basis if preferred. Apprentices can also choose to attend a range of short business courses such as Writing Skills, Dealing with Difficult People, Managing People, Time Management, First Impressions, Telephone Terrific and Microsoft Excel, Word and Access.

Technical certificate

Technical certificates are qualifications assessing specific occupational knowledge and understanding and provide the underpinning knowledge and understanding required for the NVQ. Apprentices on adult apprenticeship programmes in administration will achieve the EDI Certificate in Administration at Level 2 or 3.



Key Skills

Key skills are essential skills which people need in order to function effectively as members of a flexible, adaptable and competitive workforce. The administration apprenticeship framework includes two key skills, Communication and Application of Number. To achieve key skills apprentices build a portfolio of evidence and sit two external tests.

