



SSAL

Employer Portfolio

Course Overview


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About Us

We help people make positive changes to their lives, through learning

Our vision is simple: Change Lives Through Learning. Every day, we make this happen through our courses, apprenticeships, and the exceptional support we offer. Whether someone is looking to gain new skills for employment or build confidence for the future, we're here to help them succeed.

We work with employers across the South West to provide a wide range of training and development programs that meet the needs of your staff and support the local economy.

With centres in Bridgwater, Frome, Taunton, Shepton Mallet and Yeovil, and the option to deliver training online or in other locations, we are ready to help your business with its training needs.

Investing in staff development brings real benefits. Whether it's improving skills, filling gaps in knowledge, or making sure your team has the training they need to do their jobs well, we can help you build a stronger workforce.

97%

of our learners would recommend SS&L to their family and friends!

Meet Kathryn Baker, CEO



I'm delighted to lead SS&L, where we're passionate for education drives everything we do. Over the past eight years, we've worked hard to improve outcomes for our learners while staying true to our mission: to be a sustainable, community-focused organisation.

We're proud to be ranked among the top 17 learning organisations in the country for community learning participation, and our apprenticeship achievement rates are in the top quarter nationally. We're also Somerset's leading apprenticeship provider!

Our Board of Directors is a great mix of employee members (including executive directors and elected employee reps) and volunteer non-executive directors. This diversity ensures we have a broad range of knowledge and experience involved in leadership, governance, and decision-making.

Investing in your Business's Future

Work Placement

Many of our courses include work experience that gets someone ready for work, an apprenticeship or further study. It normally lasts between six weeks and six months. Our work placement team have supported over 600 trainees, many progressing onto apprenticeships or into permanent employment.

If you think you can offer the opportunity of a work placement with training to a person aged 16-19, **contact us** to find out how we can support you.

Apprenticeships

Apprenticeships are an exciting option for your business, whether for existing or new staff. An apprenticeship is a job with training, with accompanying support and assessment to deliver skills, knowledge and behaviour development. You can employ anyone aged 16+ as an apprentice, from a school leaver to someone who wants to further or change their career.

Why Hire an Apprentice?

Not only will you be supporting someone with their future career plans, but there are huge benefits to your business, such as:

- ▶ Offers your current employees experience in training and mentoring
- ▶ Helps contribute towards increasing your capacity and productivity of your business
- ▶ Helps towards developing a loyal and talented workforce
- ▶ Gives you the opportunity to establish an apprenticeship role following the completion of the traineeship
- ▶ Demonstrates your organisation's support for your community

Proud to Work With:



Apprenticeship Portfolio

Apprenticeship	Level	Overview
Early Years Practitioner	2	Early years development, creating a caring environment, building and maintaining relationships with children and young people
Early Years Educator	3	Support and development of early years and young people, paediatric first aid
Teaching Assistant	3	Child development, health and safety, supporting learning activities, building professional relationships with children and young people
Customer Service Practitioner	2	Product and service knowledge, communication, customer satisfaction
Team Leader/Supervisor	3	Developing team members, managing projects, monitoring workloads, building relationships
Business Administrator	3	Interpersonal skills, personal and professional development, communication in a business environment
Assistant Accountant	3	Data entry, year-end statements, VAT returns, data protection while using accounting software

Early Years Practitioner Apprenticeship Level 2



This course is the first step towards a foundation in the Early Years sector.

- ▶ Learners will develop knowledge, skills and behaviours relevant to meet standard. This will also include practical observations.
- ▶ Course taught via blended learning, with classroom delivery.
- ▶ All learners will complete Skills Scan and initial assessments prior to enrolment to ascertain role and programme suitability, and to build an Individual Learning Plan.

Duration

15 months approx.
Plus End-Point Assessment.

Start Date

Anytime

Entry Requirements

Level 1 English & Maths or above.
Must either be in relevant employment or be work ready.

Progression

Learners completing this course can progress to the Early Years Educator Level 3 Standard.

Early Years Educator Apprenticeship

Level 3

This programme is perfect for those looking to work with children in a range of maintained and private, voluntary, and independent settings. Learners will gain experience through workplace learning, and fortnightly group training workshops led by our expert tutors. They will need to be in relevant work to complete the apprenticeship.

As part of the assessment, a tutor will make regular visits to the workplace to observe and give tailored feedback and training. This apprenticeship will demonstrate competence in ensuring a safe and secure environment for children's learning, facilitating learning through play, engaging in partnership working, and implementing the planning cycle.

Apprentices will learn how to:

- ▶ Demonstrate competence to employers to support children up to 5 years
- ▶ Successfully gain a Level 3 Award in Paediatric First Aid by the end of the programme
- ▶ Use the experience to succeed in their chosen career



Duration

18 months approx.
Plus End-Point Assessment.

Start Date

Anytime

Entry Requirements

Level 2 English & Maths. Must already be working in a relevant role or be work ready.

Progression

Candidates may wish to consider a Foundation Degree or the level 4 Certificate for the Early Years Advanced Practitioner.



Teaching Assistant Apprenticeship Level 3



This Level 3 apprenticeship is designed for those looking to become teaching assistants or further their qualifications in education.

- ▶ Learners will receive comprehensive training in child development, health and safety, building relationships, and supporting pupils' learning.
- ▶ This apprenticeship helps gain confidence and demonstrate competence to employers, setting the stage for career advancement in the education sector.

Duration

18 months approx.

Start Date

Anytime

Entry Requirements

Level 2 English & Maths. Must either be in relevant employment or be work ready.

Progression

Those completing this apprenticeship may want to consider a teaching qualification or university degree route.

Customer Service Practitioner Apprenticeship Level 2

This programme is suitable for learners that are already working in a customer-facing role and would like to develop their customer service and business skills.

This is a nationally recognised Specialist Standard qualification which will help learners excel in the skills needed as an excellent customer service practitioner. This Apprenticeship can be applied to people working across a wide variety of industries with the desire to give a high level of service to the customers to better your business and progress their own career.

Apprentices will learn how to:

- ▶ Demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to customers
- ▶ Provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements
- ▶ Provide satisfaction to customers whether it be face-to-face, over the phone, written or online



Duration

13-15 months approx.

Start Date

Anytime

Entry Requirements

Level 1 English & Maths or above. Must already be working in a customer service role for a minimum of 20 hours per week.

Progression

Candidates achieving this qualification can progress in employment, or to further study such as the Advanced Apprenticeship in Customer Service. Business Administrator Level 3.



Team Leader / Supervisor Apprenticeship Level 3



This Apprenticeship is for those already in a junior manager role providing directions, instructions and guidance to ensure the achievement of set goals, with responsibility for operations, projects or teams.

- ▶ Training content will assess and develop knowledge, skills and behaviours in setting and achieving goals.
- ▶ Topics covered may include: Supporting, managing and developing team members, managing projects, managing finances, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Duration

15-18 months approx.

Start Date

Anytime

Entry Requirements

Level 2 English & Maths. Must already be in a management role and involved in finance and project management.

Progression

Those completing this apprenticeship may want to consider a teaching qualification or university degree route.

Business Administrator Apprenticeship Level 3

This apprenticeship is ideal for employees working across any sector in administrative roles looking to grow their skills and knowledge and contribute further towards the success of the business.

If employees are ready for their next challenge and to take on more responsibility at work, this apprenticeship will equip them with the skills to support the organisation, focusing on adding value, and contributing to operational efficiencies whilst interacting with both internal and external customers and stakeholders in a professional way.

Apprentices will focus on:

- ▶ Developing excellent professionalism and interpersonal skills to support the aims, values and vision of an organisation
- ▶ Learning the skills required to make informed decisions whilst demonstrating consistent high standards



Duration

18 months approx.

Start Date

Anytime

Entry Requirements

Level 2 English & Maths or above. Must already be working in a role with similar day-to-day tasks for a minimum of 30 hours per week.

Progression

Apprentices may go on to progress in their careers to management and senior support roles.

Assistant Accountant Apprenticeship Level 3

This programme is perfect for those looking to support internal and external finance functions within an organisation or practice. Learners will gain hands-on experience in essential financial activities, including data entry, preparing month-end accounts, and year-end statements. They may also assist with VAT returns and tax computations, providing a broad range of valuable accounting skills.

As part of this apprenticeship, learners will obtain the Level 3 AAT Diploma in Accounting qualification, which aligns with professional recognition as an AAT Qualified Bookkeeper. This apprenticeship will provide the skills needed to thrive in the accounting profession and open doors for future career opportunities.

Apprentices will learn how to:

- ▶ Record, review, and balance financial data to create accurate reports
- ▶ Use double-entry bookkeeping to manage financial documents
- ▶ Explain financial details in an easy-to-understand way for non-finance people
- ▶ Use accounting software safely while protecting data



Duration

15-18 months approx.

Start Date

Anytime

Entry Requirements

Level 2 English & Maths. It is preferable to have a Level 2 Certificate in Accounting or equivalent experience.

Progression

Learners will be able to move into roles such as: Professional Accountant, Audit Trainee, Tax Accountant and more.



Recruiting an Apprentice

We offer a free recruitment service and personalised support to help your business grow. Find the right talent, train them effectively, and develop your future workforce with our tailored apprenticeship programmes.

1

Initial Contact and Consultation: We will arrange a consultation to understand your business goals and the skills you need to grow. We'll guide you through the available apprenticeship programmes and help you find the best fit for your business.

2

Creating an Apprenticeship Vacancy: We'll support you in creating the apprenticeship role, ensuring it aligns with your business needs and the relevant apprenticeship standards. Our Free Recruitment Service will help you promote the vacancy across our channels, attracting the right candidates.

3

Selecting the Right Candidate: Once applications are received, we'll assist with the initial screening to make sure candidates meet the apprenticeship criteria. You'll then review the short-listed candidates and carry out interviews to select the best match for your team.

4

Enrolling Your Apprentice: After selecting your apprentice, SS&L will handle the sign-up process. We'll meet with the apprentice to confirm their eligibility and enrol them onto the right apprenticeship programme. You'll receive a detailed plan of their training, including their off-the-job learning schedule.

5

Training and Development: Your apprentice will split their time between working in your business and receiving structured training either at our centres or online. Throughout the apprenticeship, we'll keep in regular contact with you, providing progress updates and gathering feedback to ensure everything is on track.

6

Ongoing Support and Reviews: We will carry out regular reviews with you and the apprentice to monitor progress, provide support, and address any concerns. We'll work together to ensure the apprentice is developing the skills they need and adding value to your business.

7

End Point Assessment (EPA): After 12 to 18 months, depending on the programme, your apprentice will move to the End Point Assessment. This final stage takes 3 to 4 months and may include tests, presentations, and assessments. We'll prepare your apprentice and guide you through the process.

8

Completion and Progression: Once the apprentice completes their End Point Assessment, they'll receive their qualification. You can then decide whether to offer them a permanent position or explore opportunities for further training or higher-level apprenticeships.

CPD Opportunities

We offer a variety of fully-funded* courses to support your staff's development.
Our level 2 qualifications include:

Education, Early Years & Young People

Supporting Teaching and Learning in Schools (STLS)
Early Years Practitioner
Introducing Caring for Children and Young People
Support Work in Schools (SWIS)
Understanding Children and Young People's Mental Health
Understanding Mental Health in the Early Years

Customer Service & Business

Principles of Customer Service
Principles of Business Administration
Lean Organisation Management Techniques
Understanding Excellence in Customer Service for Hospitality
Customer Service for Health and Social Care

Physical & Mental Health

Understanding Cancer Support
Principles of Working with Individuals with Learning Disabilities
Counselling Skills
Understanding Autism
Understanding Behaviour that Challenges
Awareness of Mental Health Problems
Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace

Digital

Principles of Cyber Security
Understanding Coding



Business Essentials Training Courses

All
Essential
Courses
£30!*

These qualifications are ideal for CPD and upskilling your staff. The courses are delivered online with expert, local tutors for support, enabling students to study at home or work, at a convenient time. These courses are accessed at a time that suits you, last around 1 hour each and include a certificate of achievement. Our essential training courses include:

A

Accident Reporting
Asbestos Awareness

B

Bullying & Harassment Training
Business Compliance Essentials

C

Control of Substances Hazardous to Health (COSHH)
Customer Service

D

Display Screen Equipment (DSE)

E

Effective Remote Working
Emergency First Aid at Work Refresher
Equality & Diversity

F

Fire Awareness
Fire Warden (Marshal)
First Aid Appointed Person
First Aid at Work Refresher
Food Allergy Awareness
Food Safety & Hygiene - Level 1
Food Safety & Hygiene - Level 2
Fraud Awareness & Prevention

G

GDPR UK Essentials

H

Health & Safety Essentials
Health & Safety Training for Homeworkers
Health and Safety Training for Managers & Supervisors
HR Compliance & Wellbeing Essentials

M

Manual Handling
Managing Anxiety
Mental Health Awareness
Mental Health Awareness Training for Education Professionals
Mental Health Awareness Training for Managers

P

Paediatric First Aid Refresher
Personal Protective Equipment (PPE)
Prevent Duty

R

Resilience
Returning to Work
Risk Assessment

S

Safeguarding Adults (SOVA) - Level 2
Safeguarding Children
Safer Recruitment in Education
Stress Awareness & Management

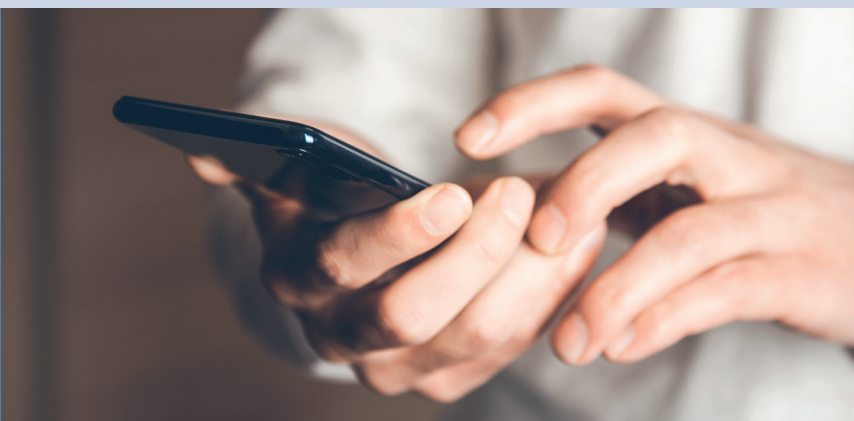
T

Time Management

Contact Us



0330 332 7997



enquiries@sslcourses.co.uk

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www.sslcourses.co.uk | 0330 332 7997 | enquiries@sslcourses.co.uk