

training and
recruitment

Apprenticeship Provision

Enhance your teams **Knowledge,**
Skills and **Behaviours** the **Smart** way.



“Leaders and managers have developed excellent relationships with employers, enabling them to deliver high-quality programmes that meet local and regional needs and the needs of apprentices”
- **Ofsted on Smart.**

Welcome to Smart Training & Recruitment

- Founded in 2003, Smart is a grade 2, family owned and independent training provider with a national footprint
- Delivering Apprenticeships, Traineeships and bespoke commercial courses
- We offer superb flexibility in the development and delivery of your programme
- In our chosen markets, our overall success rate continues to outperform the national average
- We hold direct government contracts for the delivery of Apprenticeships (both Levy and non-Levy), as well as Traineeships and learner loans
- We take the time to fully understand the needs of your business in order to tailor the learner's journey accordingly
- We have an exceptional team of highly trained industry professionals
- All delivery staff work directly for Smart, we do not use subcontractors or third parties to deliver our Apprenticeship and Traineeship programmes
- Off job training requirements "delivered at your premises" are all mapped out in advance to avoid unnecessary downtime
- Smart develop your managers as well as your apprentices to ensure you get the best results from your programmes

At Smart -

"Every learner Matters".

We strive to provide a flexible delivery model tailored to each individual learner.





What you can expect from Smart Training and Recruitment

- A strong customer service ethos
- Highly effective, individualised teaching and learning
- A dedicated account manager
- Direct access to our Managing Director and Directors through this dedicated e-mail customerservice@smarttar.co.uk
- Pre start support to develop your own bespoke programme
- Flexible learner journeys
- Individually tailored support for all learners and supporting managers
- Clear communication and planning at all stages
- Regular site visits as well as quarterly progress reviews
- Remote support by telephone, e-mail or through the learners e-portfolio

Above all else we strive to be a reliable and transparent partner

National Employer satisfaction survey 2018, reports that **95%** of our employers were likely or very likely to recommend Smart training to other businesses.





A Quality Driven Company:

Here at Smart we have a proactive approach to customer service which is led from the top down.

Our mission statement is:
“Working together to enrich life”

Our delivery ethos is based upon a three-way relationship to ensure employers and learners needs are identified and addressed within every individual learning plan. We are committed to being a progressive, dynamic and forward-thinking organisation which places the interests of our learners and employers at the heart of our activities.



At all times we aspire to excellence in all that we do and promote the core values of:

- Trust and respect
- Honesty and integrity
- Equality, diversity and inclusion
- Encouragement and individually tailored support

Our primary aims are to:

- Provide high quality teaching and learning activities
- Improve levels of learner participation, retention and achievement
- Ensure learner skills improve in line with industry needs
- Embrace inclusion and widening participation
- Provide a safe and secure environment for our employees and learners
- Be an employer of choice to our own staff and provider of choice to our employers

- Embrace technology
- Retain our focus on continuous improvement

Who are Apprenticeships for?

Whether you are aged 16 or 60, there are no restrictions. There is no such thing as a typical apprentice. You may be returning to work from a career break, looking to train as a team leader or manager, retiring from the armed services or indeed just starting your career. The possibilities really are diverse and endless.

Every Apprentice matters to Smart. Our team of highly skilled and knowledgeable tutors enjoy passing on their industry expertise whilst embedding themselves within the businesses they support.



Smart Careers - Apprentice Recruitment Services

We will not only help you train your Apprentices and Trainees, but we'll also help you find them... **for free!**

If you are looking for staff, have you considered taking on an Apprentice or trainee? We have a dedicated team of advisors waiting to support you.

We will advertise your vacancies and shortlist applicants suited to your specification, arrange interviews and work with you to select the perfect candidate to join your business - and better still - all these services are **FREE OF CHARGE!** You may also be eligible for one of these incentives:

Teen Grant:

An extra £1,000 grant will be paid to any employer who takes on a 16-18 year-old, or a 19-24 year-old who has previously been in care.

Entrepreneur Offer:

For small businesses employing less than 50 employees, 16-18 apprentices remain contribution free. This incentive also applies to any learner aged 19-24 coming from a care background.

Our Service Includes

- Recruitment for 16+ year olds with no upper age limits
- A personalised service with no charge to the employer
- Vacancies advertised on the National Apprenticeship Service website, Indeed, Job Vacancies Direct, JCP, Connexions
- Regular updates on applications
- Applicants shortlisted by our Career Advisors – initially via telephone interview
- CVs emailed to employer in readiness for interview date
- Apprentice wages vary – guidance on this will be given
- Allocated a Smart Account Manager for the whole process
- Direct access to our Senior Management Team



MYTH VS FACT

“My apprentice will spend a lot of time away from the workplace”



- Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training.
- Off-the-job training must be away from the apprentices normal working duties and must teach new knowledge, skills and behaviours relevant to their specific apprenticeship.
- It can be delivered flexibly, for example, as a part of each day, one day per week, one week out of five or as block release.
- You may already have existing training programmes or materials you can use to deliver elements of the apprentice’s off-the-job training.

“Off-the-job training must be delivered by a provider in a classroom, at an external location”



- This is not true. Off-the-job training can be delivered in a flexible way. This can be at the apprentice’s usual place of work, or at an external location. It can include for example, the teaching of theory, practical training and writing assignments.
- Providers have developed a range of delivery styles to suit employer and apprentice needs. Employers should work with them to decide when and where off-the-job training should take place and who is best placed to deliver it.

“I need to document all of the apprentice’s off-the-job”



- A commitment statement must be in place from the beginning of the apprenticeship, setting out the training content an apprentice will receive and which elements count towards the off-the-job training. The apprentice’s evidence pack needs to demonstrate what training has been delivered against the commitment statement.

“English and maths counts towards the 20% requirement for off-the-job training”



- This is not true. English and maths does not count towards the 20% off-the-job training.
- Apprenticeships are about developing occupational competency and they are designed on the basis that the apprentice already has the required level (level 2) of English and maths. Training for English and maths must be on top of the 20% off-the-job training requirement.

“Off-the-job training can be done in the apprentice’s own time”



- An apprenticeship is a worked-based programme so all off-the-job training must take place within the apprentice’s paid contracted hours. If planned off-the-job training is unable to take place, it must be rearranged. Apprentice’s may choose to spend additional time training outside paid hours, but this must not be required to complete the apprenticeship.

You can find further details about off-the-job training including best practice examples in the apprenticeship funding rules, and the apprenticeships: off-the-job training guidance on GOV.UK.



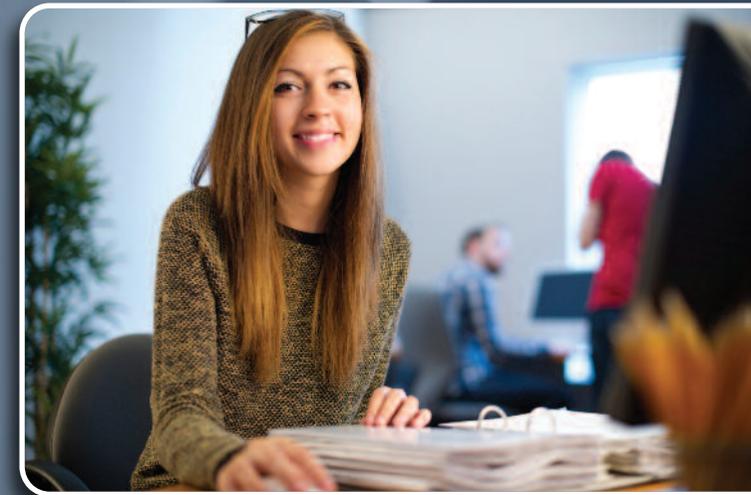
Leadership and Management Apprenticeships

Good managers, supervisors and team leaders are essential to the success of any business, the skills gained on these Apprenticeships will become transferable and remain valuable throughout a Managers career. Learning will be tailored to the individual, their industry and your business requirements.

Smart is pleased to work in partnership with CMI for the delivery of our qualifications ensuring our management learners have access to a wide range of high quality learning resources.

Undertaking CMI programmes can lead on to gaining chartered management status.

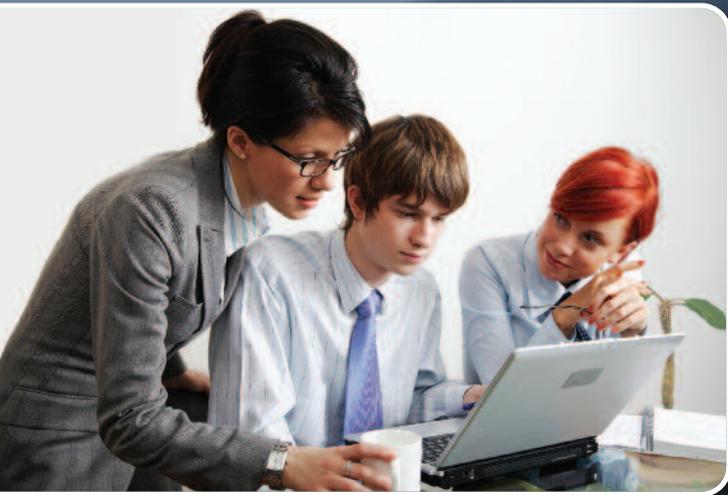
Our Leadership and Management Apprenticeships provide support and learning around the theories of management and how business works. Learners will learn how to productively manage their workload; lead others; work effectively with other people and learn how to get their point across through talking, discussing and negotiating. Learners will be able to understand the styles of management and how to source, understand, present and explain work related figures and calculations. Other skills may include how to allocate and check other people's work; planning and implementing change; managing a project or budget; encouraging innovation; carry out operational plans; recruit of staff; or development of customer facing service skills.



Title	Level
Team Leader Supervisor	Level 3
Management	Level 4
Operational/Departmental Manager	Level 5



Business Services Apprenticeships



The Business Services Sector covers the many different occupations that ensure businesses run efficiently, profitably and keep customers happy. Millions of people work in this sector, and your Apprenticeship could lead to a role in many different areas within a range of businesses.

Smart offers a range of Apprenticeships from Level 2 through to Level 5.

With business skills, you could work in a variety of roles such as Business Administration, Office Support, Customer Contact or Customer Service roles in a range of industry sectors.

Job wise you could move into Human Resources, Office Administration, Tele marketing, Sales, Planning, Logistics, Data analysis, Communications, Personal assistant, Secretary, and of course leadership and management.

Title	Level
Business Administrator	Level 2, 3 and 4
Customer Service	Level 2 and 3
Sales	Level 2 and 3
Retail	Level 2, 3 and 4
I.T.	Level 2 and 3
HR and Payroll	Level 3
Facilities Management Supervisor	Level 3
Operational/Departmental Manager	Level 5



Hospitality and Catering Apprenticeships

Hospitality remains one of the UK's most exciting and fastest growing industries. It's the UK's fifth largest employer, with over 2.4 million people. It's also packed full of diversity, opportunity and hard workers.

The Hospitality industry offers career paths that reflect its dynamic, often vibrant nature. There are many opportunities to start at the bottom and work your way up to management; you just need to set your goals, gain the appropriate experience and training and then work hard.

You could even open your own business down the track. Some sectors of the industry provide the more traditional vertical career paths, such as the kitchen where it is possible to move up from being an apprentice chef up through various positions to head or executive chef.

Many chefs move on to become owners/operators of their own restaurants or move into management positions in hotels. We have a few of these ourselves.

Career paths in the hospitality industry are very flexible. With enthusiasm and industry experience, your hospitality career is only limited by your knowledge of what is possible!

Within this sector, we offer Apprenticeship programmes at Levels 2, 3, 4 and 5.

Apprenticeship Qualifications:

Title	Level
Hospitality Team Member	Level 2
Commis Chef	Level 2
Chef de Partie / Senior Chef	Level 3
Team Leader / Supervisor	Level 3
Hospitality Manager	Level 4
Operational/Departmental Manager	Level 5



Retail Apprenticeships



As an apprentice, your role will depend on your employer – you could be assisting customers on the sales floor of a high street store or handling their purchases. Alternatively, you could be working in a specialist department and become a product expert able to help with specific queries.

An artistic flare could point you in the direction of visual merchandising, helping to create a window and in-store displays. Or you could work behind the scenes in stock handling; ensuring products are received in the correct quantities and appropriately stored.

On the Advanced Apprenticeship, your training will focus on a more specific role to gain greater skills in your preferred specialty. You will handle more responsibility and gain important management skills.

From organising displays to learning the crucial aspects of management, the skills gained from the Retail Apprenticeships are transferable to all retail companies. With a young workforce, the UK's retail sector is vibrant and offers many opportunities for early career progression.

Within this sector, we offer Apprenticeship programmes at Levels 2, 3, 4 and 5.

Apprenticeship Qualifications:

Title	Level
Retailer	Level 2
Retail Team Leader	Level 3
Retail Manager	Level 4
Operational/Departmental Manager	Level 5



Logistics and Warehousing Apprenticeships

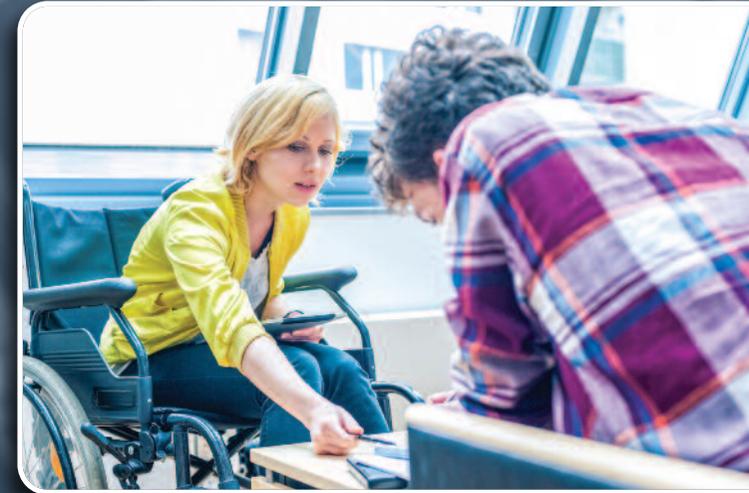
Warehousing Apprenticeships deal with the movement and storage of goods and is an essential part of logistics operations.

However, there's more to this job than just lifting and moving things around (although it does involve a fair bit of that, so you'll need to be fit and learn how to lift things properly). You might learn skills in operating specialist machinery to get things onto - and down from - high storage spaces; learn about keeping some goods at low temperatures; and improve your spatial awareness, so that you can quickly and efficiently load objects of different shapes and sizes.

Your duties will depend on your employer, but you could manage stock; audit inventory; keep equipment in good working order; process returned goods; or manage the receipt, storage, and dispatch of goods. You might even learn how to maintain the safety of hazardous goods and materials.

Good teamwork is important when you're working on a tight schedule, such as loading or unloading a lorry that can only wait for a little while before it needs to go on to the next job. You'll also learn how to maintain health and safety.

Within this sector, we offer Apprenticeship programmes at Levels 2, 3 and 5.



Apprenticeship Qualifications:

Title	Level
Supply Chain Warehouse Operative	Level 2
Supply Chain Operator	Level 2
Supply Chain Practitioner	Level 3
Operational/Departmental Manager	Level 5



Health and Social Care Apprenticeships



The health and social care sector brings a wide range of jobs and opportunities promoting the best possible care for all individuals being supported whether this is in their own homes, residential homes, nursing homes, supported living or day services.

An apprenticeship can improve individual's skills, make businesses more efficient and ensure that the people being supported in care services are receiving their care from a quality trained workforce.

We offer apprenticeship at levels 2, 3 and 5 which cover the following:

Learners at Level 2 or 3 have the opportunity to take a general qualification in Health and Social Care or they may specialise in Dementia Care or Learning Disabilities.

Apprenticeship qualifications:

Title	Level
Adult Care Worker	Level 2
Lead Adult Care Worker	Level 3
Adult Social Care	Level 5



Apprenticeships Standards:

Apprenticeship standards have been developed and introduced in recent years *by employers, for employers*. Many standards are still in development and more will follow.

What is the primary difference between a standard and the old frameworks? – “Greater flexibility to adapt and incorporate employer’s needs, core values and ethos, training activities, key messages, practices, processes and mission statements for example”

Standards are designed to capture, train and develop the apprentices:

Skills, Knowledge and Behaviour

For example:

Skills....

- Managing people – Able to build a high performing team by supporting and developing individuals
- Communication – Able to communicate effectively, chair meetings and present to team and management

Knowledge.....

- Management of self – Understand time management techniques and tools, how to prioritise activities and approaches to planning
- Decision making – Understand problem solving and decision-making techniques and how to analyse data to support decision making

Behaviour.....

- Takes responsibility – Drive to achieve in all aspects of work, demonstrates resilience and accountability.
Determination when making difficult decisions
- Agile – Flexible to the needs of the organisation, is creative, innovative and enterprising when seeking solutions to business needs.
Positive and adaptable, responds well to feedback

All apprentices on standards will be working towards an “End Point Assessment” (EPA), which is undertaken independently, and encompass a range of activities subject to each qualification such as:

- Professional discussions centred around multiple aspects of the role
- Portfolio of evidence demonstrating the learner’s knowledge and skills
- Observations of work activities

Copies of all standards are available on request.



Our Systems - Embracing Technology



One File - E-portfolio and E-learning

Our ePortfolio system “OneFile”, clearly shows the learner and their employer, how far along their journey they are, breaking each qualification down into a percentage of the overall framework. This allows the learner and employer to track progress and see how everything they do contributes towards achieving their overall aim. OneFile hosts an online learning library which can be accessed 24/7.

OneFile has been developed by Smart to be an E-centre rather than just an ePortfolio and all the learners Individual Learning Plan (ILP) content, including progress is stored in one place, along with their evidence, teaching and learning activities assessment and Off Job Training (OJT) records.

Skills Forward, the innovators of Functional Skills delivery

Our initial assessments will accurately identify not only each learner’s overall working level but also their spiky or individual profile as well. The assessments are adaptive, responding to learner answers and offering correspondingly easier or harder questions. The questions are banked so a learner will never sit an identical assessment twice.

Our Functional Skills initial assessment will accurately assess a learner’s level from pre-entry to level 2, and includes a built-in dyslexia/dyscalculia screener.

In addition, our diagnostic assessments also contain banked questions and will identify a learner’s specific skills gaps, producing a unique individual skills plan (ISP) that will signpost the resources within the library that each learner needs.

Individually tailored support is available for all learners.



Progress Reports:

Comprehensive progress reports are readily available through the Onfile e-portfolio system for all learners and employers. For employers managing larger groups of apprentices we can also provide monthly group progress report which capture all associated learners. An example of this report can be seen:



smart training and recruitment

Example monthly MI report - Learners with Smart Training & Recruitment Ltd

7th August 2018

Progression Rating:
On target for expected end date
Falling behind target
Far behind target

First Initials	Surname	Framework	Level	Start Date	Progress Since Last Month	Current Progress	Target Progression	Assessor	Date Last Seen	Notes
J	Bond	Diploma in Customer Service (QCF)	3	28/09/17	7%	92%	90%	Tracy Wood	30/07/18	making good progress. September planned achiever Functional Skills Maths and Reading TBA. September achiever have changed
K	Perry	Diploma in Business Administration (QCF)	3	16/06/17	9%	96%	100%	Tracy Wood	20/06/18	to skills first learner is progressing extremely well. Her progress as of 8/8/18 is 67%. She has
E	John	NVQ Diploma in Business Administration (QCF)	4	31/05/18	21%	59%	9%	Tracy Wood	04/07/18	completed all workbooks and most of her knowledge questions.
R	Grant	Diploma in Team Leading (QCF)	2	30/05/17	10%	63%	81%	Tracy Wood	03/07/18	working on unit ML8, BA39 and ICT exam. October planned achiever Good progress being Made. learner has one workbook left to complete and has started to work through this. We have put a plan in place to ensure he
J	Statham	NVQ Diploma in Business Administration (QCF)	4	19/06/17	0%	66%	61%	Tracy Wood	04/07/18	completes by December.
D	Johnson	Diploma in Business Administration (QCF)	2	18/04/18	8%	44%	53%	Tracy Wood	27/06/18	learner was last seen on the 2nd of August. He is doing fine.
F	Flintstone	Diploma in Customer Service (QCF)	3	30/05/17	0%	94%	99%	Tracy Wood	04/07/18	august planned achiever learner is on target to complete in Jan. I have had a visit with her this month and she was happier in the role, had no issues and seemed more confident in her work. All previous issues seemed to have gone and she was happy with where she was. She had applied for another role within the company and felt
B	Rubble	Diploma in Business Administration (QCF)	3	05/01/18	10%	74%	46%	Tracy Wood	04/07/18	this went well. Induction completed. Learner has completed his las for ICT and we have put
R	Moore	Diploma in Business Administration (QCF)	3	28/07/18	0%	0%	0%	Tracy Wood	03/07/18	plans in place for the start of the course. Completed. Awaiting learners signature. AEC form and summative reflective
D	Craig	Diploma in Management (QCF)	3	30/05/17	1%	97%	100%	Tracy Wood	07/06/18	statement . August achiever
S	Connory	Diploma in Business Administration (QCF)	3	26/01/18	17%	63%	59%	Tracy Wood	11/06/18	making good progress. On target



What do our partners have to say about us?

National Employer satisfaction survey 2018, reports that **95%** of our employers were likely or very likely to recommend Smart training to other businesses.

National Learner satisfaction survey 2018, reports that **91%** of our learners were likely or very likely to recommend Smart training to family and friends

Ofsted reported -

“Leaders and managers have developed highly productive working relationships with employers. They have worked collaboratively to improve the choice and relevance of the qualification units available to their apprentices and to develop in-house training packages”.

Ofsted reported -

“Leaders and managers have developed excellent relationships with employers, enabling them to deliver high-quality programmes that meet local and regional needs and the needs of apprentices”.

Anglian Home Improvements -

“With having such a large number of learners on programme with SMART and in different locations, we have several assessors visiting our learners. They are all highly knowledgeable, patient and friendly to work with. They all provide a great amount of time to our learners and are happy to help with any ventures that we have within the business. **I absolutely would recommend SMART Training to other people.** They have been a pleasure to work with and I look forward to working with them in the future”.

Matrix/IIP reported -

“Employers were highly complementary about the service they receive from Smart. Employers commented that Smart *“takes time to understand my business”* and *“one of the best we have worked with”* .

Sue George - Development Manager British Heart Foundation -

“We have had a great partnership with Smart Training and Recruitment since 2013 nationally across all our retail locations. One of the best things about Smart is their communication. We have built some great working relationships not only between our office and theirs but also with our local shops too. We receive monthly updates on the learner’s progress as well as shared feedback from our managers. When an issue may arise, these are dealt with quickly too”.

Carol Callum - Learning and Development Manager Osborne Property Services -

“Working with Smart has been a good experience. The relationships that have developed with the company and the individuals involved have allowed us to provide training and new skills for many of our staff and the Smart team now have a good understanding of our own business. I constantly get good feedback about the support our apprentices receive from the team”.

Bath University -

“Smart Training have been at the University for over 5 years. In this time, we have found them a very approachable company showing flexibility and understanding of our needs. We invite staff to a regular Diploma and Standards presentation with Smart representatives also attending to guide and discuss the best options for employees. Smart and The University of Bath have built a sound and trusting relationship that gives us full confidence in their ability to offer an excellent service focusing on the best experience for staff and supporting them to achieve their highest potential. **We would thoroughly recommend Smart as a Diploma and Standards provider.**”

