UCQ
UNIVERSITY
CENTRE QUAYSIDE

Apprenticeship Guide

www.ucq.ac.uk

Who are UCQ?

University Centre Quayside (UCQ) has delivered vocational programmes across the North East and Tees Valley for over 30 years. Alongside this strong regional presence, UCQ delivers a number of apprenticeship standards nationally, using blended and hybrid delivery models where appropriate.

We offer bespoke and engaging education programmes ranging from Entry Level to Higher Education. We have experienced and exceptional curriculum teams providing comprehensive learning solutions tailored to diverse student needs.

Our programmes include:

Apprenticeships: An alternative way of achieving a qualification or degree while at work.

Degree Apprenticeships: Empowering managers to advance their careers.

Distance Learning: For employers wishing to train new staff or upskill existing staff.

Essential Work Skills: Job-specific skills for those seeking employment or upskilling.

Skills Bootcamps: Sector-specific training that leads directly to job opportunities.

> UCQ are extremely proud of the work we do with employers to meet their strategic and operational needs. Through our range of pre-employment support, work-based training for existing employees or apprenticeship training, we devise programmes to add value to your organisation

Michelle Elliott
Vice Principal at UCQ

Note: Some sector-specific apprenticeships require local employer engagement and on-site delivery and are therefore only offered within the North East, Tees Valley and North Yorkshire. Business Services apprenticeships, including leadership, management, coaching, and project management can be delivered across England.

Supplementary Information

Information, Advice and Guidance (IAG)

As an apprentice at UCQ, individuals are supported through high-quality Information, Advice and Guidance (IAG), embedded throughout their programme. Employers can be confident that apprentices receive impartial, timely and personalised support from enrolment through to achievement and progression. IAG is about making confident, informed decisions at each stage of the learning journey.

From enrolment and induction through to achievement and progression, UCQ provides impartial, timely and personalised support to help you succeed. Whether you're choosing the right course, navigating your studies, or planning your next steps, IAG is here to guide you towards your goals.

UCQ is accredited to the matrix Standard for IAG, reflecting our commitment to excellence in student support. Our approach ensures that you are empowered with the knowledge, skills and confidence to shape your future career development.

For more details, please refer to:

GP-022 Applicant Policy

TLA-023 Information Advice and Guidance Policy

Available at: https://ucq.ac.uk/policies/

Safeguarding and Wellbeing

At UCQ, an OfS-registered provider, your safety and wellbeing are our highest priority. We are committed to fostering a secure, inclusive, and respectful learning environment for all students, where everyone is protected from harm, abuse, harassment, and discrimination.

Safeguarding is embedded throughout your learning journey, from enrolment through to completion, and includes a zero-tolerance approach to sexual misconduct, in line with OfS Condition E6. This covers all forms of unwanted sexual behaviour, harassment, and abuse of power.

Our trained staff maintain clear professional boundaries and respond swiftly and appropriately to any concerns raised. Students are supported through induction, handbooks, and access to our online Single Source of Information for safeguarding and wellbeing.

UCQ is dedicated to upholding the highest standards of safety, respect, and inclusion for all students across all further and higher education programmes.

For more information, please visit our **https://ucq.ac.uk/safeguarding-and-prevent/** and refer to the **https://ucq.ac.uk/policies/** for further guidance.

Apprenticeships

UCQ works with employers across the North East and Tees Valley to deliver apprenticeship programmes. For business services apprenticeships, including team leaders, management, coaching and project management standards, delivery can take place nationally using blended and remote models.

Apprenticeships in sectors such as Care, Manufacturing and Warehousing/ Logistics require local, employer-based delivery and are therefore offered within the North East, Tees Valley and North Yorkshire.

Employers benefit from dedicated assessors, structured training plans and additional academic support where required. UCQ supports both levy and non-levy paying employers.

Our apprenticeship programmes cover a range of sectors, including:

- Business Services
- Care
- Management
- Production and Manufacturing
- Retail
- Warehousing/Logistics

> From the very beginning, whether as an employee or employer, we felt so connected to UCQ. The best word to describe it was partnership.

Kellie Pennicard
Director of Business and Operations

Business Services

Level 2

Customer Service Practitioner

Develop professionally competent Customer Service practitioners including: customer assistants, customer relations advisors, customer service advisors, and customer service representatives.

Duration: 12 months (15 months including End Point Assessment (EPA))

Accreditation: NCFE Level 2 Principles of Customer Service; Customer Service Practitioner Apprenticeship

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Level 3

Customer Service Specialist

Develop professionally competent Customer Service Specialists for direct customer support within all sectors and organisation types. Apprentices are advocates of customer service, acting as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

Duration: 15 months (18 months including End Point Assessment (EPA)

Accreditation: NCFE Level 3 Diploma in Customer Service; Customer Service Specialist Apprenticeship

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Level 3

Business Administrator

The Apprenticeship is delivered as a work-based route towards developing professionally competent Business Administrators within all sectors and organisation types.

Duration: 18 months (up to 24 months including End Point Assessment (EPA))

Accreditation: TQUK Level 3 Diploma in Business Administration; Business Administrator Apprenticeship

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Level 4

Associate Project Manager Apprenticeship

The Associate Project Manager Apprenticeship is delivered as a work-based route towards developing professionally competent project managers. It is aligned with the Level 4 apprenticeship standard and incorporates structured learning, practical application, and professional development.

Duration: 14 months (including end point assessment)

Accreditation: Eligibility to apply for relevant accreditation upon completion of your programme.

Entry Requirements: Working in an appropriate role, 16+, Entry/Level 1 maths/English.

Assessment: No exams, successful completion based on assessments

Level 5

Coaching Professional

The Coaching Professional Apprenticeship is designed to support individuals in the development of professional coaching skills, helping them understand and be able to apply core skills required for effective coaching practice.

Duration: 14 months (18 months including End Point Assessment (EPA))

Accreditation: CMI Level 5 Diploma in Professional Coaching Practice

Entry Requirements: Working in an appropriate role, 19+

Assessment: No exams, successful completion based on assessments

Care

Level 2

Adult Care Worker

The Adult Care Worker apprenticeship is delivered alongside the TQUK Level 2 Diploma in Care as a work-based route towards developing professionally competent care staff.

Duration: 12 months (15 months including End Point Assessment (EPA)

Accreditation: TQUK Level 2 Diploma in Care; Level 2 Apprenticeship

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Level 3

Lead Adult Care Worker

The Lead Adult Care Worker apprenticeship is delivered alongside the TQUK Level 3 Diploma in Care as a work-based route towards developing professionally competent care staff.

Duration: 18 months (24 months including End Point Assessment (EPA)

Accreditation: TQUK Level 3 Diploma in Care; Level 3 Apprenticeship

Entry Requirements: Working in an appropriate role, 19+

Assessment: No exams, successful completion based on assessments

Level 5

Leader in Adult Care Apprenticeship

The Leader in Adult Care Apprenticeship is delivered alongside the TQUK Level 5 Diploma in Leadership and Management for Adult Care as a work-based route towards developing professionally competent Care Managers. The award of the apprenticeship signifies recognition of competence in the role and enables progression to higher level skills development.

Duration: 24 months (18 months then end point assessment). This is based on employment of at least 30 hours per week.

Accreditation: TQUK Level 5 Diploma in Leadership and Management for Adult Care; Level 5 Higher Apprenticeship

Entry requirements: Working in an appropriate role, 19+.

Assessment: No exams, successful completion based on assessments

Leadership and Management

Level 3

Team Leader/Supervisor

The Team Leader/Supervisor apprenticeship is delivered alongside the CMI Level 3 Diploma in Principles of Management and Leadership as a work-based route towards developing professionally competent team leaders and supervisors.

Duration: 14 months including end point assessment (based on employment of at least 30 hours per week)

Accreditation: CMI Level 3 Diploma in Management and Leadership, Chartered Manager status: Associate (ACMI) and Team Leader/Supervisor Apprenticeship certificate of completion

Entry Requirements: Working in an appropriate role, 19+, Entry/Level 1 Maths/English

Assessment: No exams, successful completion based on assessments

Level 6

Chartered Manager Degree Apprenticeship

The UCQ Chartered Manager Degree Apprenticeship (CMDA) combines our BA (Hons) Professional Management degree with the CMI Level 5 Diploma in Management and Leadership. Students successfully completing the programme will also receive professional recognition as a Chartered Manager (CMgr MCMI).

Duration: 3 years + up to 4 months for end point assessment

Degree: BA (Hons) Professional Management

Accreditation: CMI Level 5 Diploma in Management and Leadership, Chartered Manager status (CMgr MCMI)

Assessment: No exams, successful completion based on assessments

Level 7

The CMI Level 7 Extended Diploma in Management and Leadership is a work-based programme designed to develop senior leaders through workplace learning and business education. Delivered through a hybrid model of webinars, assignments and projects, it leads to the CMI Level 7 qualification and eligibility for Chartered Manager Fellow (CMgr FCMI).

Duration: 23 months

Costs: £3,300 payable by the employer or student.

Entry requirements: Working in an appropriate role, 19+, Level 2 maths/ English

Assessment: There are no exams, successful completion is entirely based upon the following assessments:

Knowledge - academic assignments

Skills and Behaviours – Self-reflection and work product evidence.

Production & Manufacturing

Level 2

Lean Manufacturing Operative

Develop the knowledge, skills and behaviours needed for a successful career as a lean manufacturing operative.

Duration: 12 months then end point assessment (based on employment of at least 30 hours per week)

Accreditation: EAL Level 2 Diploma in Manufacturing (knowledge and skills); Lean Manufacturing Operative Apprenticeship

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Retail

Level 2

Retailer

The Retailer Apprenticeship is delivered alongside the NCFE Retail Knowledge as a work-based route towards developing professionally competent retail staff.

Duration: 12 months then end point assessment (based on employment of at least 30 hours per week)

Accreditation: NCFE Retail Knowledge

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Level 4

Retail Manager

The Retail Manager Apprenticeship is delivered as a work-based route towards developing professionally competent retail managers.

Duration: 12 months then end point assessment (based on employment of at least 30 hours per week)

Accreditation: Level 4 Retail Manager Apprenticeship

Entry Requirements: Working in an appropriate role, 19+

Assessment: No exams, successful completion based on assessments

Warehousing/ Logistics

Level 2

Supply Chain Warehouse Operative

Develop the knowledge, skills and behaviours needed for a successful career as a supply chain warehouse operative.

Duration: 12 months then end point assessment (based on employment of at least 30 hours per week)

Accreditation: EAL Level 2 Certificate in Warehousing and Storage; Supply Chain Warehouse Operative Apprenticeship

Entry Requirements: Working in an appropriate role, 16+

Assessment: No exams, successful completion based on assessments

Functional Skills for Apprentices

What are Functional Skills Qualifications?

Functional Skills are qualifications in English and maths that help apprentices learn essential literacy and numeracy skills. These skills can be used in everyday life and work, helping people grow in confidence and improve their ability to learn.

Who Needs Functional Skills?

Functional Skills are now only required for:

- Apprentices aged 16-18 who don't have the appropriate level of English and/or maths
- Any apprentice whose employer specifically requests they complete Functional Skills

Requirements by Level

For Level 2 apprenticeships: If you need Functional Skills, you'll take Level 1 if you don't already have maths and/or English at Level 1.

For Level 3+ apprenticeships: If you need Functional Skills, you'll take Level 2 if you don't already have maths and/or English at Level 2.

Functional Skills do not count as part of your off-the-job training time.

We Can Support You

UCQ will work with employers and individuals to help achieve Functional Skills when required. We offer remote one-to-one sessions, small group sessions in the workplace, and flexible scheduling around work commitments.

Terms and Conditions

The following terms and conditions as updated from time to time, applies to the below course categories provided by University Centre Quayside ("UCQ")

- Apprenticeships (excluding Degree Apprenticeships)
- Essential Workskills
- Distance Learning
- Higher Education (excluding the BA (Hons) Professional Management)
- Skills Bootcamps
- Work-based Learning

Enrolment implies your agreement to adhere to these terms. Registration becomes effective upon submission of the required enrolment forms and full course fee payment (if applicable), establishing a contractual relationship.Termination of enrolment may occur under specific conditions, including serious disciplinary offenses, inadequate progress, or failure to meet financial obligations.

Your privacy is valued, and personal information is handled in accordance with the Data and Privacy Policy (DA-001).

UCQ reserves the right to modify course structures, content, or schedules, with changes communicated promptly. Where applicable, fees must be settled before the course begins, and non-completion or withdrawal results in non-refundable fees. Attendance of at least 80% of scheduled sessions is expected, with prior notification for any absences.

Cancellation and refunds are permissible within 14 days of receiving confirmation, and UCQ may cancel the contract due to low demand, providing alternative course options or a refund of course fees paid.

Students are expected to maintain respectful behaviour throughout the course, with disruptive conduct leading to expulsion without refund.

Intellectual property rights apply to course materials, and students are prohibited from reproducing or distributing them without explicit written consent. Confidential information obtained during the course is to be kept private, except for safeguarding or health and safety concerns.

UCQ disclaims liability for direct or indirect damages arising from the course.

Disputes are resolved in accordance with UCQ's Complaints Procedure (AC-002), with an option to appeal decisions via the Appeals Procedure (AC-001).

Reasonable adjustments are facilitated based on the Reasonable Adjustments Policy (GP-011).

By enrolling, you acknowledge understanding and agreement with these terms and conditions.

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