



**Discover the
power of
apprenticeships
and training
to transform
your business**

axia-solutions.co.uk



be ground -breaking

Introduction to Axia Solutions



Established in 1999, we've been dedicated to delivering high-quality apprenticeships, workplace training and consultancy for over 25 years.

Most of our trainers boast even more years of experience in their industries and subjects.

More importantly their industry expertise and knowledge are bang up to date. Spending time in so many different companies means they are always learning about new methods, new approaches or new tools.

We are a proud partner of the Staffordshire and Stoke-on-Trent Institute of Technology IoT. We work alongside other college partners NSCG, Burton & South Derbyshire College, South Staffordshire College and Stoke on Trent College, and eele University.

We are the only private training provider involved in the IoT, and our aim is to jointly design and develop education/training opportunities which align to the skills needed in our local area.



Apprenticeship Journey & Starting Routes

New Recruit

Axia Solutions

- Discuss employer needs
- Advertisement posted on National Apprenticeship Service
- Applicant screening

Employer

- Interview and selection process
- Confirm training agreement/contract
- Hire and start

Upskilling

- Discuss employer needs
- Employer refers candidate
- Initial conversation
- Confirm training agreement/contract

Personalising the journey

Meeting with apprentice:

Skills scan, maths & English assessments that will help us to understand existing skill levels and development needs.



Meet with apprentice and line manager:

We agree the training plan. This will be signed by everyone involved.

Apprenticeship Programme

Induction:

This covers what it means to be an Axia learner, the rules that have to be followed and also introduces the learner to the Axia team member to go to if support is needed.



First Learning Session:

This will be specific to the apprenticeship programme and will be detailed on the training plan.



6 Week Review:

All apprenticeship reviews involve the apprentice, their line manager and the Axia trainer. This review is to ensure that it is still the right course for the apprentice and is an opportunity to address any issues or problems.



Training:

The apprenticeship programme will now follow the tailored training plan, with the topics, session dates and work all detailed in there. The training plan is not fixed and can be updated and amended to suit apprentice and business needs. Furthermore apprentices will be invited to participate in BeTheChange' – see page 7.



Reviews:

These will be held every 1-12 weeks during the apprenticeship programme. The apprentice, line manager and Axia trainer run through progress, identify any opportunities for further learning and also address any problems or issues.



Gateway:

Once the training on the apprenticeship has finished apprentices must go through Gateway. This is a final check where the apprentice, line manager and Axia trainer agree if the apprentice has completed their training and is ready for assessment.

End point Assessment

The final assessment of any apprenticeship – where the apprentice is externally assessed by a different organisation. The approach and methods of assessment vary on each programme but these will be outlined and explained on the training plan at the very start of the course.



Exit Review

This review will consider the impact of the programme to both the employer and apprentice, discussing opportunities for future career development.



Certification

Once the apprenticeship has been passed apprentices will receive their accredited achievement certificates.



be the change

Our BeTheChange Programme



**I gained knowledge about
development and options
I didn't know existed.**

Apprentice Feedback
From our careers and development session

At Axia, we want to encourage all apprentices to be the best that they can be, this includes ensuring that they have a full understanding of contemporary issues and contribute healthily to the society in which we all live.

We run additional workshops throughout the year. Themes include sustainability, well-being, careers and personal development, money management, relationships, and confidence building.

Our BeTheChange Programme encourages apprentices to develop as citizens and challenges them to make the right decisions in life, as well as providing guidance for challenging situations.



Axia's BeTheChange programme has a positive impact for apprentices in managing workplace and personal lives.

Matrix Assessor

Standard owned by the DfE to ensure high quality information, advice and guidance

apprenticeship levels

Apprenticeships vary in level from first careers, for example Level 2 and some Level 3, through to Level 7 which is equivalent in level to a master's degree.

The following table gives a summary of the levels. The level determines the complexity of the role and level of responsibility in the workplace.





Employers recognise the quality of relationships and customer service they receive at Axia. Relationships are based on collaboration, innovation, and communication.

Matrix Assessor

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Apprenticeship Level	Equivalent to	Career Point
Level 2	GCSE	Early Careers
Level 3	A Level	Early Careers
Level 4 & 5	Foundation Degree or HNC/D	Career Development – Promotion or Technical Specialism
Level 6	First Degree, e.g. BSc, BA, BEng	Career Development – Promotion or Technical Specialism
Level 7	Master's Degree or Strategic/Technical Specialist	Career Development – Specialist, Leader

be exceptional

Benefits of choosing Axia Solutions

We offer a range of programmes that allow employers to upskill the workforce to support future planning and career development.

Some of our programmes are an ideal starting point to develop the next generation of talent.



Type	Apprenticeship	Level	
Leadership & Management	Operations/Departmental Manager	5	page 12
	Team Leader/Supervisor	3	page 13
Business Improvement	Improvement Practitioner	4	page 14
Administration	Business Administrator	3	page 16
	Customer Service Practitioner	2	page 19
Manufacturing	Lean Manufacturing Operative	2	page 2
Logistics	Supply Chain Warehouse Operative	2	page 22
Facilities	Facilities Manager	4	page 24
	Facilities Management Supervisor	3	page 26
	Facilities Services Operative	2	page 27
Printing	Print Technician	3	page 28
	Print Operative	2	page 29

Operations/Departmental Manager

Level 5

Duration: 24 months

This apprenticeship will develop the skills to succeed in middle and senior management roles.

Suitable Roles

Operations Manager
Departmental Manager
Project Manager
Service Delivery Manager
Plant Manager
Production Manager

Topics

Awareness of Self
Management of Self
Academic Writing
Communication
Operations Management
Problem Solving
Project Management
Finance
Leading & Managing Others

Progression

Operations Director
Chief Operating Officer
Executive Director
Chartered Manager
Management Consultant



These programmes have a hugely positive impact. A significant factor in my recent promotion was the changes in myself and implementing the knowledge I gained during my apprenticeship.

Emil Siedlich, Chief Design Engineer,
Aerospace BWT



Team Leader/ Supervisor

Level 3

Duration: 18 months

The Team Leader Apprenticeship at Axia helps to develop all the key skills needed to lead a team and manage people.

Suitable Roles

Team Leader
Shift Manager
Supervisor
Project Officer
Foreperson

Topics

Management of Self
Awareness of Self
Communication
Problem Solving & Decision Making
Project Management
Managing Change & Operational Plans
Organisational Culture & Strategy
Finance
Leading & Managing Others

Progression

Operations Manager
Departmental Manager
Project Manager
Supply Chain Manager
Sales Manager

Business Improvement – Improvement Practitioner

Level 4

Duration: 18 months

This apprenticeship is designed to equip employees with the skills to lead critical improvement projects to deliver change within the business.

Apprentices will learn about Lean and Six Sigma approaches to measure, monitor and bring about improvements in a range of sectors.

They will develop a range of skills including:

- Identify improvement opportunities
- Lead improvement projects
- Take swift action to resolve problems
- Tackle challenges in the workplace that require in depth analysis
- Implement and manage change

Apprentices complete a work-based project with a focus on solving a work related issue:

- Creating efficiency
- Saving money or resources
- Reducing waste





Within the first two months, I could see immediate impact, a difference in thinking and more critical analysis.

Simon Cooper, Portmeirion Group PLC

Suitable Roles

This role suits many sectors manufacturing, production or process. It is also suitable for streamlining business and office functions.

**Business Improvement Analyst
Quality Officer
Process/Production Lead
Environment & Sustainability Lead
Business/Department Manager
Office Lead/Manager**

Topics

**Leading Projects & Change
Team Working & Coaching
Lean and Six Sigma Processes & Models
Problem Solving Tools
Driving Continuous Improvement
Tools for Measurement & Monitoring Data
Waste Reduction**

Progression

**Operations Manager
Improvement Leader**

Business Administrator

Level 3

Duration: 18 months

The Business Administrator apprenticeship teaches new knowledge and skills whilst improving performance.

Suitable Roles

Business Administrator
Office Administrator
Administration Coordinator
Records Analyst
Secretary
Business Assistant

Topics

The Organisation & Self-Development
Communication and Types of Customers
Value of Skills and Organisation Structures
Projects & Finance
Legislation & External Factors
Interpersonal Skills and Equality & Diversity
Social Media & IT Skills
Working with Stakeholders
Time Management & Planning

Progression

Leadership & Management
Human Resources
Customer Service
Marketing
Accountancy



Ashleigh-Ann



Meet Lucy

I was an apprentice for 1 year and 6 months at Churchill China. During that time, I gained new and improved skills and was able to expand my knowledge.

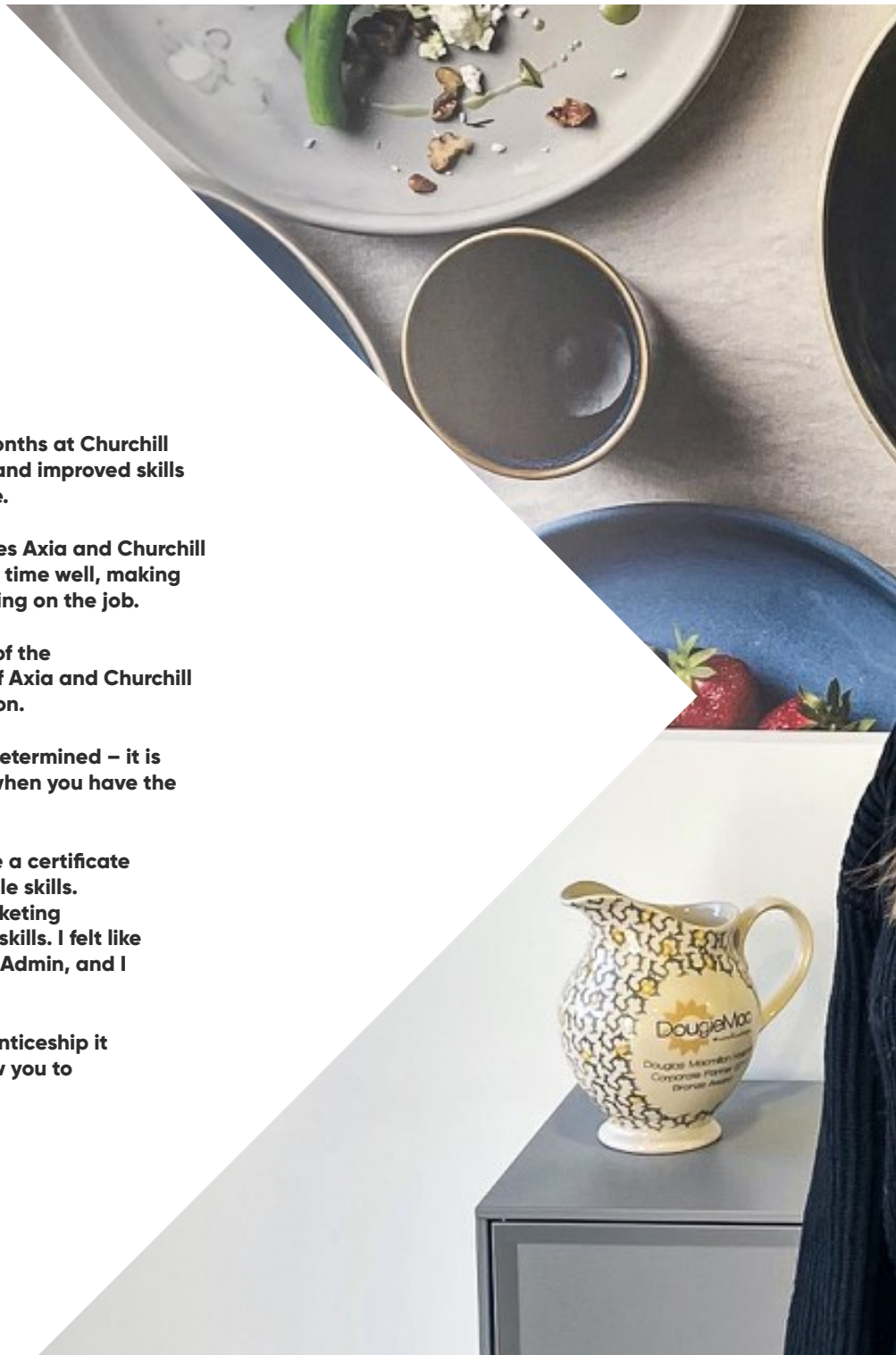
Working alongside two great companies Axia and Churchill China, I have been able to manage my time well, making sure I am meeting deadlines and learning on the job.

I was set on achieving a Pass for most of the apprenticeship, but with the support of Axia and Churchill China I was able to achieve a Distinction.

I am proud that I stayed focused and determined – it is challenging work, but it is all worth it when you have the certificate in your hands.

The apprenticeship not only gained me a certificate but also grew my confidence and people skills. Because of this, I was promoted to Marketing Executive as I had learnt so many new skills. I felt like I accomplished my role in Sales Export Admin, and I was ready for a new challenge.

If you are thinking of starting an apprenticeship it can open so many new doors and allow you to grow within the business.





Customer Service Practitioner

Level 2

Duration: 15 months

A Customer Service Practitioner Apprenticeship is the perfect first-step into a business career.

Suitable Roles

Customer Service Assistant
Customer Service Advisor
Receptionist
Help Desk Assistant
Front of House
Guest Services Assistant

Topics

Targets and Personal Development
Understanding the Organisation
Knowing our Customers
Regulation & Legislation
Our Role and Image
Being Open to Feedback
Customer Conflict
The Customer Experience

Progression

Business Administrator
Office Administrator
Team Leader
Administration Coordinator
Customer Experience Manager

Lean Manufacturing Operative

Level 2

Duration: 15 months

Lean Manufacturing apprentices learn a wide range of skills and knowledge that develops a good understanding of manufacturing.

The programme can be tailored to any manufacturing business, from industrial products through to everyday consumer items.

Learning in the workplace, apprentices develop techniques and skills enabling them to work safely and efficiently. Apprentices will gain in-depth knowledge of:

- **Lean principles and organisation such as 5S and aien**
- **Environment & Sustainability – waste reduction**
- **Continuous Improvement**
- **Problem Solving – through a work based project**

Apprentices specialise in one of the following pathways:

- **Production/Assembly**
- **Inspection and Quality**
- **Materials Handling and Logistics**
- **Production – Processing and Finishing**

Suitable Roles

**Production Operative
Assembly Operative
Quality Assurance Operative
Logistics Operative
Material Handling Operative
Process/Finishing Operative**

Topics

**Health & Safety in Manufacturing
Workplace Organisation Techniques
Work Related Problem Solving Techniques
Concluding Manufacturing Operations
Producing Products by Processing
Waste Management**

Progression

**Team Leader
Production Supervisor
Quality Control Specialist
Continuous Improvement Officer
Engineering Technician
Business Improvement**



Adam



Supply Chain Warehouse Operative

Level 2

Duration: 14 months

The SCWO Apprenticeship is an excellent entry-level role in logistics, helping develop skills and knowledge quickly.

Suitable Roles

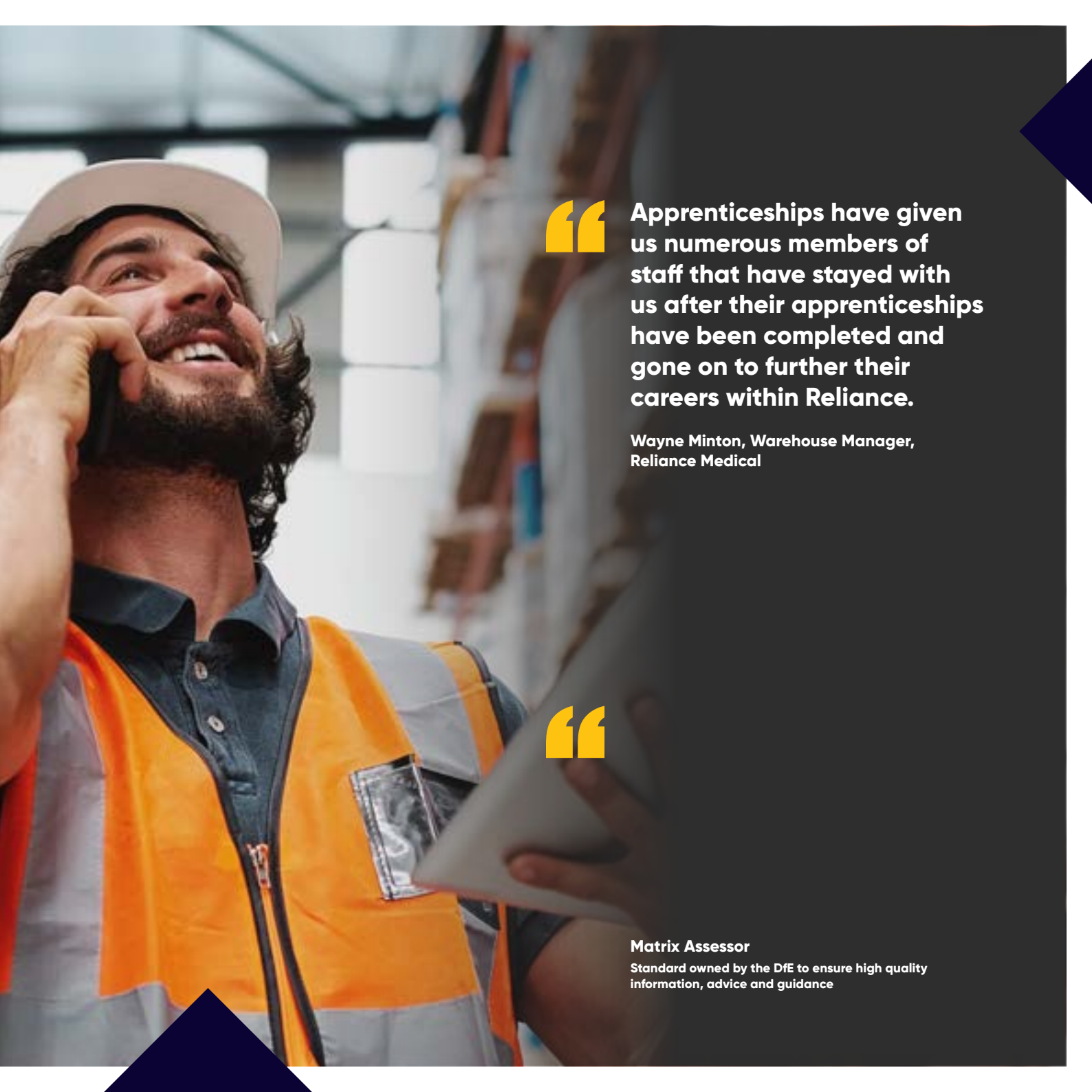
Warehouse Operative
Warehouse Assistant
Stores Person
Picker
Forklift Truck Operator
Warehouse Worker

Topics

Health & Safety
Teamwork & Communication
Environmental Sustainability
Organisation & Stock Control
Documentation & Technology
Equity, Diversity & Personal Development

Progression

Team Leader
Warehouse Supervisor
Supply Chain Practitioner
Logistics Coordinator
Quality Control Operative
Maintenance Technician



“

Apprenticeships have given us numerous members of staff that have stayed with us after their apprenticeships have been completed and gone on to further their careers within Reliance.

Wayne Minton, Warehouse Manager,
Reliance Medical

“

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Facilities Manager

Level 4

Duration: 24 months

A Facilities Manager apprentice develops the skills required to effectively manage day-to-day operations of either in-house or out-sourced facilities management. They provide strategic guidance of facilities management to achieve organisational goals.

Suitable Roles

Facilities Manager
Estates Manager
Properties Manager
Sustainability Manager

Topics

Property Asset Management
Service Delivery
Compliance
Health & Safety
Change Management/People Management
Management Systems
Quality Management
Finance & Procurement

Progression

Facilities Director
Estates Director
Senior Facilities Manager
Head of Procurement



Michelle



Facilities Management Supervisor

Level 3

Duration: 18 months

This apprenticeship is a great way to develop skills in managing people and projects in a growing industry. Gaining an understanding of contractual requirements, service delivery targets and approaches to problem solving.

Suitable Roles

Facilities Supervisor
Maintenance Manager
Security Supervisor
Property Manager
Sustainability Manager

Topics

Health & Safety Management
Facilities Services
Developing Relationships
Customer Service & Problem Solving
Performance Management
Efficient Resources & Sustainability
Personal Development
Project Management

Progression

Facilities Manager
Facilities Executive
Estates Manager
Health & Safety Advisor
Plant Operations Manager



Facilities Services Operative

Level 2

Duration: 14 months

Apprentices will develop skills and knowledge across all aspects to maintain a safe, efficient clean environment for a business, supporting site management in buildings maintenance – fixtures and fittings, services, utilities and grounds.

Suitable Roles

Estates Operative
Facilities Coordinator/Assistant
Concierge
Caretaker

Topics

Environmental Management
Building Relationship
Warehousing Systems and Processes
Awareness of Industry
Awareness of Role
Awareness of Organisation

Progression

Team Leader
Production Supervisor
Quality Control Specialist
Continuous Improvement Officer
Engineering Technician

Print Technician

Level 3

Duration: 24 months

Print technicians develop high level technical skills to specialise in the print industry. They are found in the print and graphics communication sector in printing, packaging, creative and design companies.

Suitable Roles

Digital Print Technician
Finishers
Printer
Studio Technician

Pathways

Pre-press: Designing and creating digital print ready artwork, making/creating of images carriers, planning and preparing a job for press
Press: The set up and operation of the printing machines across a wide range of processes
Post-press: Converting the printed job into the end product for the customer

Progression

Team Leader
Improvement Practitioner
Operations Manager

“ Apprentices play a vital role within the staffing structure of QPS Print. As a manufacturing company it is crucial so have a multi-skilled workforce with staff that are skilled and agile to operate a number of machines.

Jamie Copeland, QPS Print

Print Operative

Level 2

Duration: 22 months

This programme has been designed to provide essential training in all aspects of print. The broad purpose of a print operative is to assist in the production of a printed product or component.

Suitable Roles

Art Worker
Print Operative – Digital
Finisher
Post-press Operative
Pre-press Assistant
Print Assistant
Printer
Production Worker

Pathways

Pre-press: For those involved in digital design and creating digital print ready artwork

Machine Printing: This is for those involved in the setup, operation and management of the printing machines

Post-press: This is for those involved in the operation of finishing equipment

Progression

Print Technician
Team Leader

