



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

[axia-solutions.co.uk](https://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 Keele 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.



You can find out more about our trainers and their experience by scanning the QR code.



# 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 10-12 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 certificate(s).





# 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 20
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

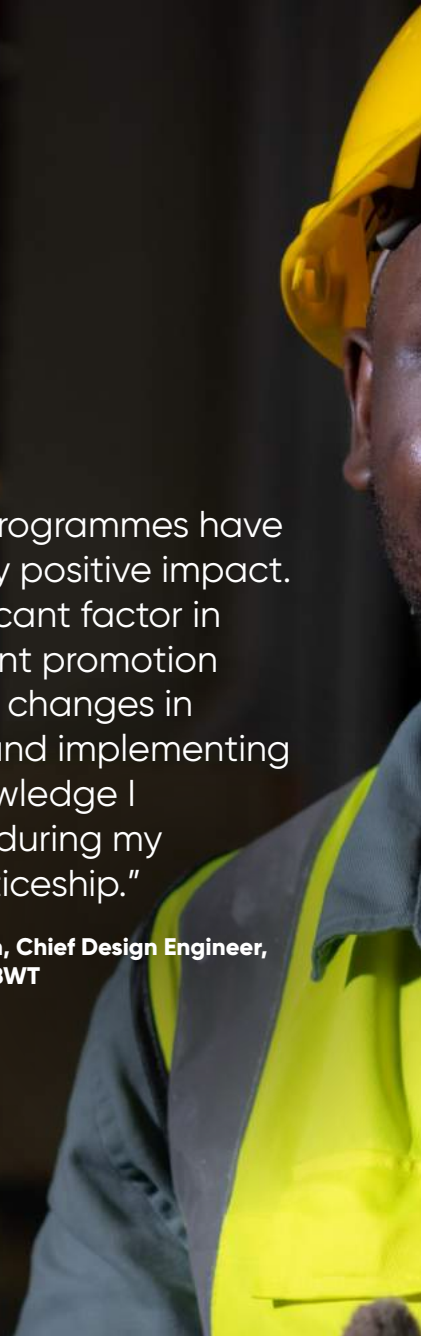
### Progression

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





## Meet **Ashleigh-Ann**

Ashleigh-Ann joined Valentine Clays as a Business Administrator Apprentice. As she progressed through her course, the supportive culture at Valentine Clays helped develop her design skills and also get involved in the marketing side of the business.

It's safe to say that her portfolio and project presentation were some of the best-designed examples we've seen. Valentine Clays were impressed with Ashleigh-Ann's development and commitment and are now supporting her to progress her career in marketing.

Ashleigh-Ann's advice to any new apprentice is to "be proactive, take every opportunity you get to do new things and learn new skills".

### 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 Your Customers  
Regulation & Legislation  
Your Role and Image  
Being Open to Feedback  
Customer Conflict  
The Customer Experience

### Progression

Business Administrator  
Office Administrator  
Team Leader  
Administration Coordinator  
Customer Experience Manager





## Manufacturing

### 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 Kaizen
- 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**

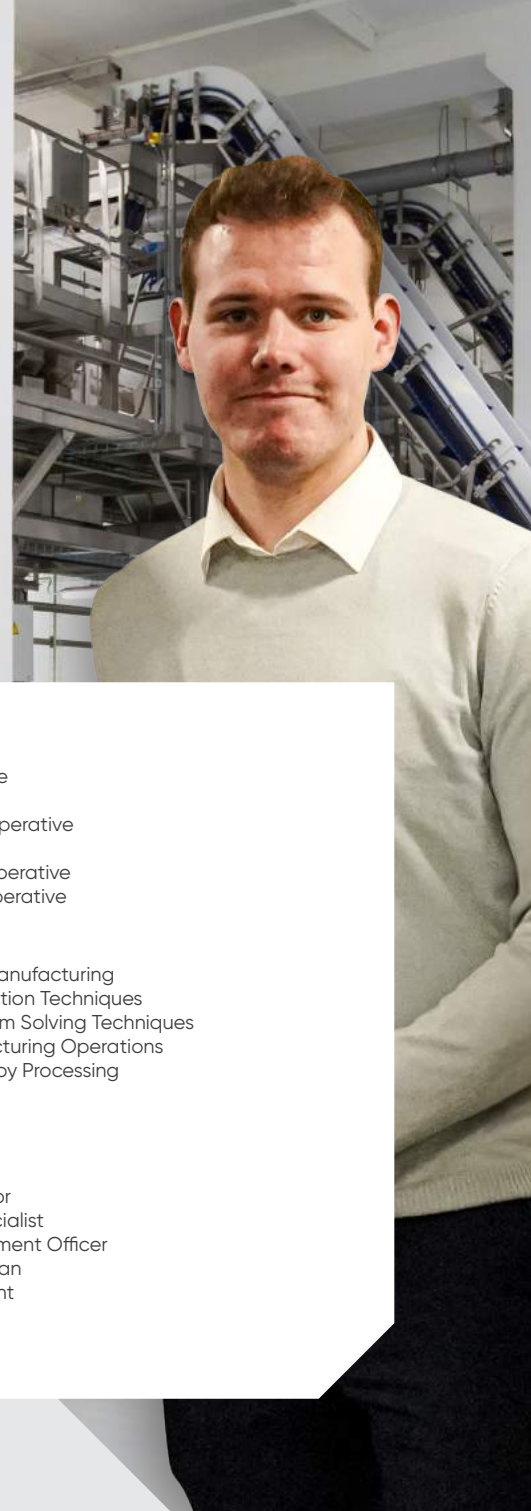
Production Operative  
Assembly Operative  
Quality Assurance Operative  
Logistics Operative  
Material Handling Operative  
Process/Finishing Operative

#### **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







## Meet Adam

Adam recently completed his Lean Manufacturing Operative Apprenticeship. Seeing the opportunity with IAE advertised, Adam applied. He'd recently completed a joinery course at college and was keen to enter the workplace.

Despite having a very serious motorbike accident half way through his programme, Adam had a phased return with the support of his workplace mentor and Axia trainer. He has gone from strength to strength, learning welding techniques, developing skills such as 5 "Whys" and 5S. Regaining his confidence, Adam developed skills in quality assurance processes against the ISO9001 standard. He is really pleased with the skills he has developed and not least gaining a Distinction at his End Point Assessment.

Adam's advice for would-be apprentices is to prepare for interviews by researching the company.

Oh, and just go for it.

## 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**



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

**Matrix Assessor**

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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





## Meet Michelle



Michelle had been in her role as Assistant Facilities Manager for a few years at Eric Wright Group and wanted to develop her knowledge and skills to a higher level.

During the apprenticeship Michelle built an even stronger relationship with her team and, in particular, her line manager. Her focus on collaboration and communication helped her department to understand each individual's strengths and weaknesses meaning a more efficient and effective team with high standards of service.

Michelle's advice to any future apprentice is:

"Make sure you have the right place and time for your studies so that you have some peace to enable you to fully focus. You get far more done and are able to research better if you have some quality time. As you progress through your apprenticeship, make notes in your reflective journal of examples of how you apply your new knowledge. This is a helpful tool for revision when you come to your EPA and professional discussion."

## 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

Print Apprenticeships  
delivered in partnership  
with **Learn2Print**

# maths

## Functional Skills Maths

**Functional Skills Maths is available to anyone without a Level 2 maths qualification.**

We can teach in the workplace or learners can attend our centre, whichever works best.

The benefits of maths for your team:

- More confidence and less anxiety with numbers
- Staff can identify emerging patterns and trends
- Better problem-solving and rational thinking
- Increased efficiency and less waste
- Improved budget management

Topics include:

- Basic maths and calculations through to percentages, decimals and fractions
- Averages and statistics
- Problem-solving
- Budgeting and analysing data
- Area/volume and proportion





Over the course my tutor was patient, kind and made maths less terrifying. They tailored explanations and guidance through each stage."

**Learner Feedback**

Functional Skills Maths subject to eligibility





I've learned things I was never taught or understood in school. Not only has my own English improved, but I can also help my children. I've gained so much more confidence in writing emails at work."

**Learner Feedback**

Functional Skills English subject to eligibility



# english

## Functional Skills English

**Functional Skills English is available to anyone without a Level 2 English qualification.**

We teach in the workplace in small groups, or at our centre, whichever suits.

Topics include:

- Structure and grammar
- Punctuation, spelling, commas and apostrophes
- Different writing styles including reports and formal documents
- Confidence in speaking – presentations and carrying out research

Tutors assess each individual's starting point, so they can tailor learning.

The courses are currently fully funded for those who do not already hold maths and English qualifications.

be ground-breaking; be remarkable; be  
important; be impressive; be spectacular;  
be unusual; be surprising; be real; be different;  
be phenomenal; be special; be curious; be  
acclaimed; be celebrated; be yourself;  
be unique; be wonderful; be amazing; be im-  
portant; be exceptional; be diverse; be mira-  
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