



# Progression Booklet

Next steps to continue your learning

## Childcare

The children and young people's workforce includes a wide range of workers, jobs and professional occupations, including:

- Early years and childcare – Early years/nursery teachers; Nursery nurses/workers; Portage workers; Nannies; Home Child carers; Heads of children's centres; Volunteers in childcare settings
- Children and young people's social care – children and family court advisory and support service officers, foster carers, residential childcare workers, children and family social workers
- Learning, development and support services (LDSS) – learning mentors, educational psychologists, education welfare officers, behaviour and education support teams, family support workers

### What Skills & Qualities Do I Need?

- A warm, caring and patient nature
- Good communication skills
- A sense of responsibility
- An interest in child development
- An awareness of safety and hygiene
- The ability to work in a team

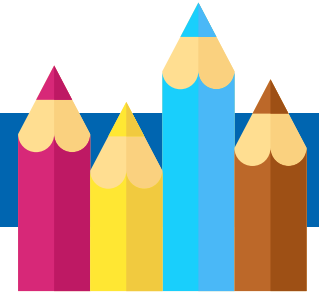
*Apprenticeship Standards on offer:*

- **Early Years Practitioner Level 2**
- **Early Years Educator Level 3**
- **Early Years Lead Practitioner Level 5**

*Additional qualifications:*

- **Functional Skill English Level 1 & 2**
- **Functional Skill Maths Level 1 & 2**
- **Paediatric First Aid**

## Next steps



- As an experienced nursery nurse you could progress to room leader/senior nursery nurse, nursery officer or manager.
- You could also become a community nursery nurse, or complete further training so that you could do other work such as nursing, teaching or social work

### Opportunities

There are opportunities to progress and develop a career in the early years, children and young people's sector.

You can develop your career and continue to work directly with people by becoming; a senior care worker, children's centre worker, outreach worker or social worker etc.

Alternatively you can move into other job roles with less direct care involvement, such as team manager, development and training officer, commissioning officer or in inspecting services.



## Teaching Assistant

Teaching assistants are important in the modern classroom. They provide support to the class teacher as well as helping, supporting and challenging pupils within the learning environment.

You could work in a primary or secondary school. The job is really varied and you need to be adaptable. You could be working with special needs pupils to give them the extra support they need or generally helping out with classroom activities: setting up the room, helping with task set by the teacher.



## Next steps

- TAs work in primary and secondary schools, as well as in nursery education and colleges. They can work with children with specific additional learning needs or they can provide support within the general classroom setting.
- As well as ensuring full competency as a Teaching Assistant, this standard provides a foundation for potential progression into a number of career paths in the education sector, including Higher Level Teaching Assistant, Assistant Teacher and Teacher. There are also other apprenticeship standards to progress onto such as Level 4 Assessor Coach or Level 5 Learning and Skills Teacher.

## What Skills & Qualities Do I Need?

- A warm, caring and patient nature
- Good communication skills
- Ability to build good relationships
- Passionate about how children develop and learn
- Ability to work in a team

*Apprenticeship Standards on offer:*

- **Teaching Assistant Level 3**

*Additional qualifications:*

- **Functional Skill English Level 1 & 2**
- **Functional Skill Maths Level 1 & 2**
- **Paediatric First Aid**

## Opportunities

TAs can be employed by a local authority academies, and work across a range of schools, or they can be contracted to work in one particular school. Some schools employ TAs on an individual basis, setting their own pay and terms & conditions.



## Adult Care

Adult Care workers may also be known as; Care assistants/workers, support workers or health care assistants.



### What Skills & Qualities Do I Need?

- A friendly and caring personality
- The ability to relate to people from a variety of backgrounds
- Tact and sensitivity
- An understanding and respectful approach to individuals
- The ability to work on your own and as part of a team
- Patience and a sense of humour
- Reliability

#### *Apprenticeship Standards on offer:*

- **Adult Care Worker Level 2**
- **Lead Adult Care Worker Level 3**

#### *Additional qualifications:*

- **Functional Skill English Level 1 & 2**
- **Functional Skill Maths Level 1 & 2**
- **Care Certificate**
- **Basic Life Support**

## Next steps

- After completing Level 2, you could progress on to an Access course and pursue a career in nursing or social work.
- With around two years' experience, a Level 3 Lead Adult Care Apprenticeship Standard may enable you to apply for a nurse training or Social work training
- In the role of Senior Care Worker or Manager you can complete a Level 5 Diploma in Leadership for Health and Social Care and Children and Young Peoples Services
- You could go on to take a foundation degree in a subject such as adult mental health, applied health and social care, or assisting professional practice.

### Opportunities

- By starting your journey in Adult Care you could progress to work in the NHS, private hospitals, local authority or private residential and nursing homes, in hospices, with private agencies and in the community.
- In the Social Care sector, there are opportunities to progress into other service provision such as; Mental Health, learning disabilities, physical disabilities and supporting young people and families.



## Business Administration

As an administrative assistant, you would be making sure that day-to-day office tasks run smoothly. So it's important that you are organised, accurate and pay close attention to detail.

**You will do most of your training while you are working.**



### What Skills & Qualities Do I Need?

- An organised approach and excellent time management skills
- Good communication skills
- The ability to work well as part of a team
- Computer literacy and good typing skills
- A good level of English spelling and grammar
- Accuracy and attention to detail
- The ability to use your own initiative

*Apprenticeship Standards on offer:*

- **Business Administrator Level 3**

*Additional qualifications:*

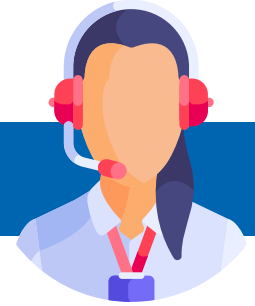
- **Functional Skill English Level 1 & 2**
- **Functional Skill Maths Level 1 & 2**

## Next steps

- Almost every kind of company and organisation in the UK employs administrative assistants. You could work anywhere, from a small business to a large employer such as the civil service or NHS.
- When you complete your Level 3, you can progress on to become an administrator or even office manager for the company for which you work. From here you can then progress into further management, accounts, sales, marketing, and any other subject specialism.
- Business administration is a gateway qualification which enables you to build strong skills in administrative practices.

### Opportunities

- In larger organisations, you could be promoted to administrative officer, secretary, supervisor or office manager. In some companies you could move to other departments such as accounting or IT.
- You can also take qualifications that allow you to specialise in particular areas, for example legal, financial or medical administration.



## Customer Service

Good customer service skills are important in all industries. You could work in all kinds of employment sectors, including retail, finance, travel, manufacturing telecommunications, and local authorities



### What Skills & Qualities Do I Need?

- A genuine interest in helping customers
- Excellent communication skills
- The ability to work as part of a team
- A polite, thoughtful and friendly attitude
- Patience and calmness under pressure
- The ability to handle complaints and difficult situations
- Computer and administration skills
- Basic maths skills

*Apprenticeship Standards on offer:*

- Customer Service Practitioner Level 2
- Customer Service Specialist Level 3

*Additional qualifications:*

- Functional Skill English Level 1 & 2
- Functional Skill Maths Level 1 & 2

## Next steps

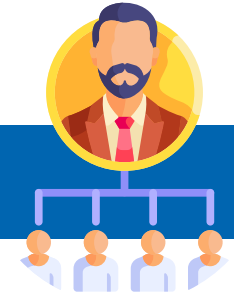
With experience, you could progress to team leader, customer services manager, or (depending on the type of employer) into sales or account handling.

After completing your level 2, you could go on to Level 3 and then into a management position. Customer Service would help you to progress into a number of customer focused roles.

Remember the 'Customer is King'

### Opportunities

Customer services assistants may be promoted to supervisory or managerial roles. Customer service managers may move into more senior positions or move between employers in search of posts with more responsibility. People with good customer service skills are in demand, so there are many career opportunities available.



## Team Leading or Supervisor

Supervising, guiding and motivating, team leaders are there to help colleagues work together and ensure they're delivering good customer service.

Ensuring the staff are happy so the business can run smoothly, you'll organise and delegate their workload as well as monitoring them to make sure it's done correctly.



## Next steps

A team leader's natural progression is on to management. From here, you can progress into a department lead, Human Resources, Operations Manager or Director.

From Level 3 Management you next step would be Level 5 where you begin to focus on the strategic management of a business.

## What Skills & Qualities Do I Need?

- A responsible attitude
- Ability to prioritise work
- Good at planning ahead
- Remaining calm under pressure
- Decision-making abilities
- IT skills
- Time management
- Ability to have authority but tactful with it
- Accurate record keeping

*Apprenticeship Standards on offer:*

- **Team Leader or Supervisor Level 3**

*Additional qualifications:*

- **Functional Skill English Level 1 & 2**
- **Functional Skill Maths Level 1 & 2**

## Opportunities

With so many companies needing team leaders to keep an eye on things, there's lots of working environments on offer. The most popular organisations for team leaders in the customer service sector include:

- Retail
- Hospitality
- Offices
- Warehouses
- Call Centres
- Public Sector

## Useful contacts

### City of Liverpool College

Vauxhall Road  
Liverpool  
L3 6BN

Course information:

**0151 252 3000**

<https://www.liv-coll.ac.uk>



## Useful contacts

### Edge Hill University

St Helens Road  
Ormskirk  
Lancashire  
L39 4QP

Course information:

**01695 575171**

<https://www.edgehill.ac.uk>



### Hugh Baird College

Balliol Road  
Bootle  
Liverpool

Course information:

**0151 353 4444**

<https://www.hughbaird.ac.uk>



### Liverpool Hope University

Hope Park  
Liverpool  
L16 9JD

Course information:

**0151 291 3000**

<https://www.hope.ac.uk>



### Liverpool John Moores University

Ground floor,  
Exchange Station  
Tithebarn St  
Liverpool  
L2 2QP

Course information:

**0151 231 5090**

<https://www.ljmu.ac.uk>



### The University of Liverpool

Foundation Building  
Brownlow Hill  
Liverpool  
L69 7ZX

Course information:

**0151 794 5927**

<https://www.liverpool.ac.uk>







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