

**CITY** OF GLASGOW  
COLLEGE

Let Learning Flourish



# **MODERN APPRENTICESHIP**

**Business & Industry  
Programmes**

# Business & Industry

## MODERN APPRENTICESHIP IN ACCOUNTING (SCQF LEVEL 6)

***Duration - 12 months***

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### Overview

This qualification provides apprentices with a strong foundational knowledge of accountancy and finance. Alongside this, learners will gain transferrable skills to work across a broad range of business environments as well as enhancing their sector-specific development potential.

### Key outcomes

- AAT Diploma in Professional Accounting at SCQF Level 6
- Core Skills at SCQF Level 4: Communication, Numeracy, Information and Communication Technology, Problem Solving, Working with Others
- Meta Skills

### Course content

- Understand how to set up bookkeeping systems
- Process customer transactions
- Process supplier transactions
- Process receipts and payments
- Process transactions into the ledger accounts

### This apprenticeship is suitable for

New entrants or pre-existing professionals working in a business environment with an accounting function. Ideal candidates will be looking to:

- Develop sector specific skills and knowledge
- Obtain a formal qualification.
- Continue professional development.

**Relevant job roles:** accounts assistant, credit control clerk, data input clerk, junior accounts, finance assistant

### Delivery model

Candidates will be required to attend college up to two days per week to support the completion of their AAT Diploma. All other training offered through this programme is work-based. The apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system.

### Progression

Technical Apprenticeship in Accounting (SCQF Level 8)  
Further/Higher education in Accounting

# Business & Industry

## TECHNICAL APPRENTICESHIP IN ACCOUNTING (SCQF LEVEL 8)

***Duration - 12 months***

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### Overview

This qualification provides apprentices with high-level accounting and finance knowledge to apply within a wide range of business contexts. Alongside core subjects, candidates will also learn about specialist areas including tax, auditing, ethics and sustainability enhancing their sector-specific development potential.

### Key outcomes

- AAT Level 4 Diploma in Professional Accounting
- Career Skills units at SCQF Level 7 or above (must achieve a minimum of 15 Credits in total)
- Meta Skills

### Course content

- Applied management accounting.
- Drafting and interpreting financial statements
- Internal accounting systems and controls
- Cash and financial management
- Credit and debt management

### This apprenticeship is suitable for

Professionals seeking to pursue or progress their career in accountancy or finance. Additionally, candidates will be looking to:

- Continue to build their accounting skills.
- Obtain a formal qualification.
- Maximise opportunities in their current or new employment.
- Become an AAT full member and/or study for chartered accountant status.

**Relevant job roles:** trainee accountant, junior accounts, assistant management accountant, commercial analyst, assistant auditor, finance officer

### Delivery model

Candidates will be required to attend college up to two days per week to support the completion of their AAT Diploma. All other training offered through this programme is work-based. The apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system.

### Progression

Once qualified, and having met AAT's criteria, students can apply for full AAT membership, which will allow them to use the designatory letters MAAT after their name. Progress into senior accountancy and finance roles





# Business & Industry

## MODERN APPRENTICESHIP IN BUSINESS AND ADMINISTRATION (SCQF LEVEL 5)

*Duration - 12 months*

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### Overview

This course equips learners with the support and knowledge to enhance their career in a variety of business environments. Through this apprenticeship, participants can improve their own performance, strengthen core workplace skills, and develop confidence in a range of routine and specialist administrative functions.

### Key outcomes

- SVQ in Business and Administration at SCQF Level 5 (3 mandatory and 5 optional units)
- Core Skills at SCQF Level 4: Communication, Numeracy, Information and Communication Technology, Problem Solving, Working with Others
- On mandatory enhancement relevant to the learner's job role
- Meta Skills

### Course content

- Agree how to manage and improve own performance in the business environment
- Undertake work in a business environment
- Prepare to communicate in a business environment

### This apprenticeship is suitable for

Individuals employed in supporting roles across a range of business functions who are looking to.

- Develop skills.
- Obtain a formal qualification.
- Enhance progression potential

**Relevant job roles:** administrative assistant, records clerk, receptionist, clerical assistant, data entry clerk

### Delivery model

The training offered through this programme is entirely work-based. The apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification. Depending on the choice of enhancement, additional training may be required

### Progression

Modern Apprenticeship in Business and Administration (SCQF Level 6)

HNC Administration/Business

An enhanced job role using the skills developed through the Modern Apprenticeship as the foundations on which to build



# Business & Industry

## MODERN APPRENTICESHIP IN BUSINESS AND ADMINISTRATION (SCQF LEVEL 6)

***Duration - 12 months***

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### Overview

This course equips learners with the support and knowledge to enhance their career in a variety of business environments. Through this apprenticeship, participants can improve their own performance, strengthen core workplace skills, and develop confidence in a range of complex and specialist administrative functions.

### Key outcomes

- SVQ in Business and Administration at SCQF Level 6 (3 mandatory and 5 optional units)
- Core Skills at SCQF Level 5 : Communication , Numeracy , Information and Communication Technology, Problem Solving, Working with Others
- On mandatory enhancement relevant to the learner's job role
- Meta Skills

### Course content

- Developing self and improving own performance in business
- Undertaking and supporting work practices in a business environment
- Communicating in a business environment

### This apprenticeship is suitable for

Individuals employed in supporting and supervisory roles across a range of business functions who are looking to.

- Enhance and develop skills.
- Obtain a formal qualification.
- Continue professional development.

**Relevant job roles:** executive officer, senior administrator, personal assistant, office supervisor

### Delivery model

The training offered through this programme is entirely work-based. The apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification. Depending on the choice of enhancement, additional training may be required

### Progression

HNC Administration/Business

PDA qualifications at SCQF level 7

An enhanced job role using the skills developed through the Modern Apprenticeship

# Business & Industry

## MODERN APPRENTICESHIP IN CUSTOMER SERVICE (SCQF LEVEL 5)

***Duration - 12 months***

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### Overview

The SCQF Level 5 Modern Apprenticeship in Customer Service offers a great chance for current customer-facing staff to enhance their skills. Through this apprenticeship, participants can improve their customer interaction abilities, foster satisfaction, and strengthen core workplace skills.

### Key outcomes

- SVQ in Customer Service SCQF Level 5 (2 mandatory units and 5 optional units)
- Core Skills at SCQF Level 4 : Communication , Numeracy , Information and Communication Technology, Problem Solving, Working with Others
- Meta Skills

### Course content

- Communicate in a customer service environment.
- Deliver customer service within the rules.

### This apprenticeship is suitable for

Individuals employed in supporting roles across a range of business functions who are looking to.

- Develop skills.
- Obtain a formal qualification.
- Enhance progression potential

**Relevant job roles:** customer service assistant, sales advisor, administrator, helpdesk operative

### Delivery model

The training offered through this programme is entirely work-based. Each apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification.

### Progression

Customer Service Modern Apprenticeship at SCQF Level 6

An enhanced job role using the skills developed through the Modern Apprenticeship  
Customer Service Professional Qualifications

# Business & Industry

## MODERN APPRENTICESHIP IN CUSTOMER SERVICE (SCQF LEVEL 6)

***Duration - 12 months***

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### Overview

The SCQF Level 6 Modern Apprenticeship in Customer Service offers a great chance for current customer-facing staff to enhance their skills. Through this apprenticeship, participants can improve their customer interaction abilities, foster satisfaction, and strengthen core workplace skills.

### Key outcomes

- SVQ in Customer Service SCQF Level 6 (2 mandatory units and 5 optional units)
- Core Skills at SCQF Level 5 : Communication , Numeracy , Information and Communication Technology, Problem Solving, Working with Others
- Two additional units from any SVQ at SCQF Level 6.
- Meta Skills

### Course content

- Show understanding of Customer Service.
- Show understanding of the rules that impact on the improvements in customer service.

### This apprenticeship is suitable for

Professionals working in customer facing roles who are looking to:

- Enhance and develop skills.
- Obtain a formal qualification.
- Continue professional development.

**Relevant job roles:** customer relationship manager, customer support officer, telephone banking advisor, sales team leader.

### Delivery model

The training offered through this programme is entirely work-based. Each apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification.

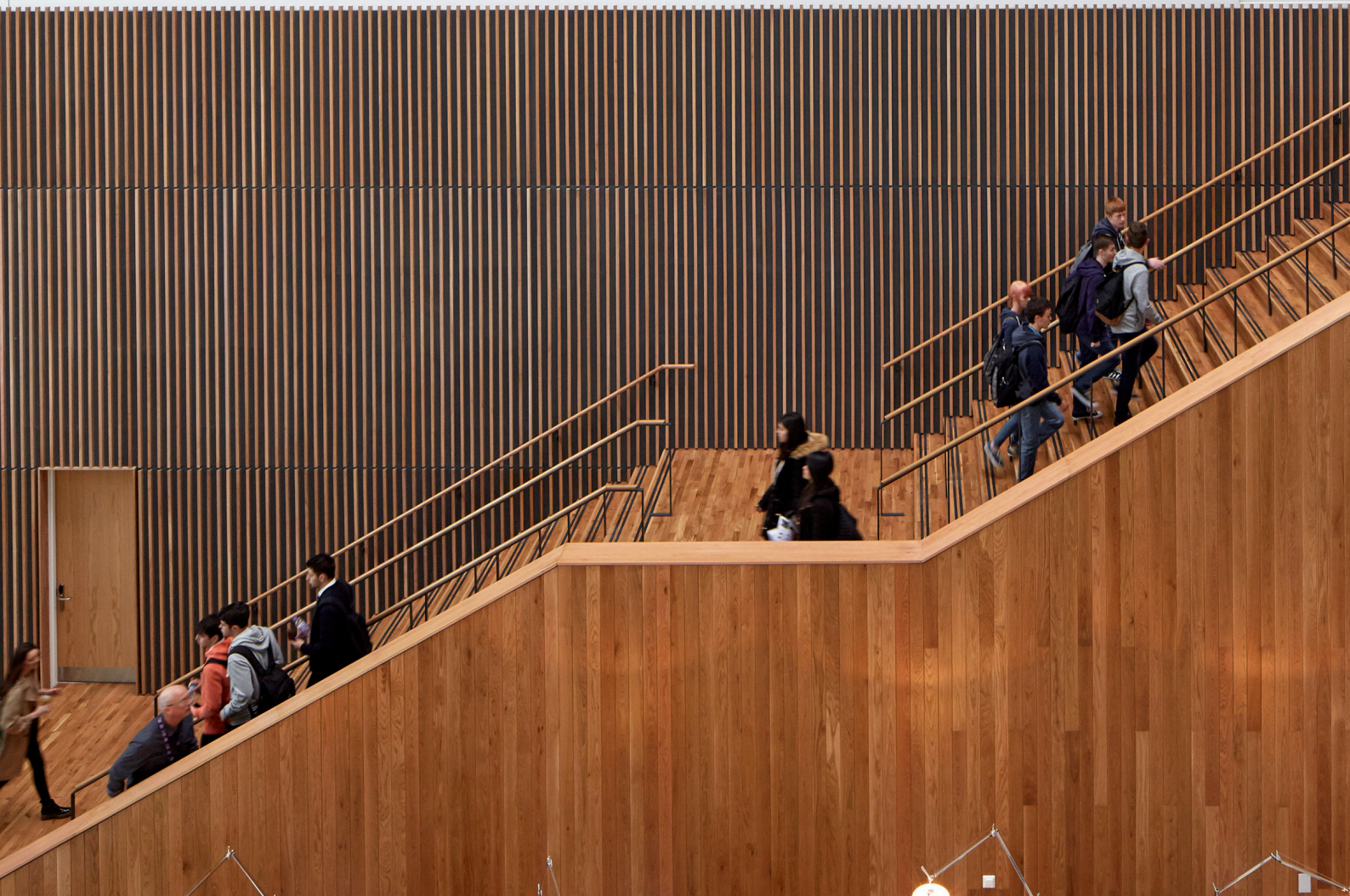
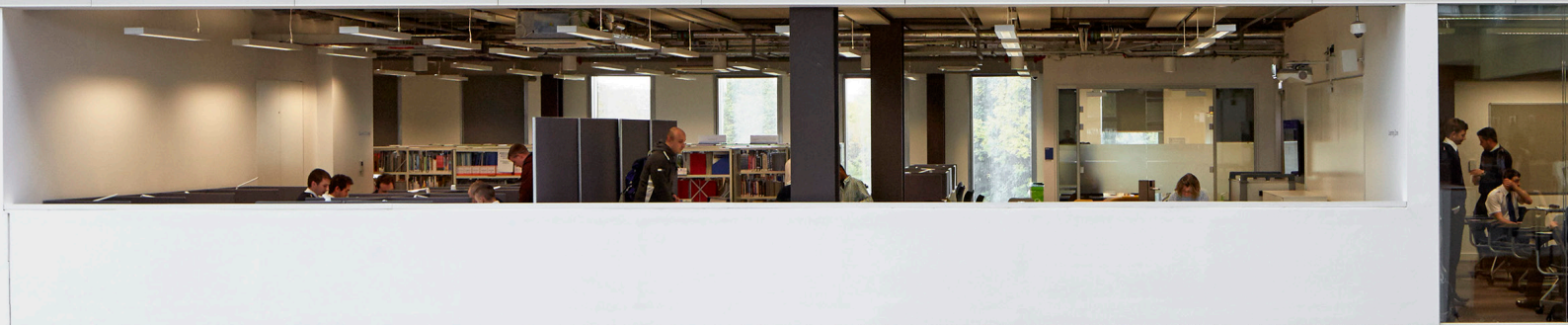
### Progression

HNC Business

An enhanced job role using the skills developed through the Modern Apprenticeship as the foundations on which to build

Customer Service Professional Qualifications







# Business & Industry

## MODERN APPRENTICESHIP IN PROCUREMENT (SCQF LEVEL 6)

**Duration - 12-24 months**

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### Overview

The apprenticeship is designed to develop the skills and knowledge of individuals in the field of procurement. Through this program, apprentices will build upon and acquire essential competencies to effectively contribute to a company's procurement function and drive strategic decision-making.

### Key outcomes

- Level 3 SVQ (SCQF Level 6) in Procurement (5 mandatory and 7 optional units).
- Core Skills at SCQF Level 5 : Communication , Numeracy , Information and Communication Technology, Problem Solving, Working with Others
- CIPS Level 2 (Certificate in Procurement & Supply Operations)

### Course content

- Analyse information on the procurement of the supplies in the supply chain
- Analyse the performance of suppliers
- Identify potential suppliers for the supply chain.
- Place orders with suppliers
- Monitor and progress the delivery of orders

### This apprenticeship is suitable for

Professionals working with a procurement function in public, private or voluntary sectors who are looking to:

- Enhance and develop skills.
- Obtain a formal qualification.
- Continue professional development.

**Relevant job roles:** administrator, assistant buyer, contract officer/analyst, stock/inventory controller/planner

### Delivery model

The training offered through this programme is primarily work-based with some on-campus training required for CIPS Level 2. The apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification.

### Progression

Modern Apprenticeship in Supply Chain Management (SCQF Level 8)

CIPS Level 3 (Advanced Certificate in Procurement & Supply Operations)

Relevant HNC/D or Degree courses

# Business & Industry

## MODERN APPRENTICESHIP IN REGULATORY SERVICES (SCQF LEVEL 7)

***Duration - 24 months***

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### Overview

This programme is designed to equip individuals with the skills and knowledge required to work effectively in regulatory roles across various sectors. Candidates will be able to select units to tailor their learning and benefit from additional enhancements to suit individual career pathways.

### Key outcomes

- SVQ in Regulatory Services at SCQF level 7 (5 mandatory and 3 optional units)
- Core Skills at SCQF Level 6: Communication, Numeracy, Information and Communication Technology, Problem Solving, Working with Others
- As well as the induction training, the apprentice will also be required to undertake external training courses depending on whether the apprentice is working within the Trading Standards Sector, Environmental Health or other regulatory service.
- Meta Skills

### Course content

- Contribute to the effectiveness of investigation teams
- Provide enforcement information and advice
- Ensure health and safety requirements are met in your area of responsibility
- Liaise with other services
- Receive, transmit, store and retrieve information

### This apprenticeship is suitable for

Individuals employed in a supportive capacity within the regulatory services landscape. Ideal candidates will be looking to:

- Develop skills and knowledge
- Obtain a formal qualification
- Continue professional development

**Relevant job roles:** technical assistant, assistant environmental health officer, assistant trading standards officer, enforcement officer, technician

### Delivery model

The training offered through this programme is entirely work-based. The apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification. Depending on the choice of enhancement, additional training may be required

### Progression

Progress into supporting roles within Trading Standards and Environmental Health  
Relevant degree and/or professional qualification





## CONTACT US

Thinking about taking on an apprentice? Looking to upskill in your career? Or maybe just looking for some more information. Get in touch with us using the contact email below and one of our team will get back to you.

[Apprenticeships@cityofglasgowcollege.ac.uk](mailto:Apprenticeships@cityofglasgowcollege.ac.uk)

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[www.cityofglasgowcollege.ac.uk](http://www.cityofglasgowcollege.ac.uk)

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