

Durham County Council Apprenticeship Information Pack



What is an apprenticeship?



Apprenticeships are an excellent option for all ages. An apprenticeship is a genuine job where you will receive formal training to gain a recognised qualification alongside gaining technical knowledge, practical experience and wider skills you need for employment and a future career.

What types of apprenticeships are available?

Durham County Council provides the majority of local council services in the county. The council offers a huge range of job opportunities and a wide range of apprenticeships are also available including catering, accounting, construction and business administration to name a few. We have the career to meet your aspirations. Further information on the council's services can be found on our website at www.durham.gov.uk

We are pleased to be offering the following apprenticeships for a September 2019 start:

| Service | Apprenticeship | Length of Apprenticeship | Location | Training | Training Provider |
|--------------------------------------|---|--------------------------|---------------------|---------------------------|---|
| Adult & Health Services – Adult Care | 3 x Apprentice (Adult Care Worker) | 2 years | County Hall, Durham | Adult Care Worker Level 2 | Durham County Council Adult Learning and Skills Service |

| Service | Apprenticeship | Length of Apprenticeship | Location | Training | Training Provider |
|--|---|---------------------------------|---------------------------------|---|---|
| Children & Young Peoples Services – Education & Skills | 1 x Apprentice (Business Administration) | 2 years | The Work Place, Newton Aycliffe | Business Administration Level 3 | Durham County Council Adult Learning and Skills Service |
| Children & Young Peoples Service – Education & Skills | 1 x Apprentice (Business Administration) | 2 years | County Hall, Durham | Business Administration Level 3 | Durham County Council Adult Learning and Skills Service |
| Resources – Financial Services | 3 x Apprentice (Financial Management) | 3 years | County Hall, Durham | Accountancy commencing at Level 2 and progressing to Levels 3 and 4 | New College Durham |
| Resources – Digital and Customer Services | 4 x Apprentice (ICT Operations) | 2 years | Meadowfield | Unified Communications Technician Level 3 | New College Durham |
| Resources – Digital and Customer Services | 2 x Apprentice (ICT Infrastructure) | 2 years | Tanfield Lea, Stanley | Infrastructure Technician Level 3 | New College Durham |
| Resources – Digital and Customer Services | 3 x Apprentice (ICT Apps & Development) | 2 years | County Hall | Software Development Technician Level 3 | New College Durham |
| Resources – Digital and Customer Services | 2 x Apprentice (Business Administration) Systems Support | 2 years | County Hall, Durham | Business Administration Level 3 | Durham County Council Adult Learning and Skills Service |

| Service | Apprenticeship | Length of Apprenticeship | Location | Training | Training Provider |
|---|---|--|--------------------------|--|---|
| Resources – Occupational Health & Safety | 2 x Apprentice (Business Administration) Occupational Health | 2 years | County Hall, Durham | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |
| Resources – Occupational Health & Safety | 1 x Apprentice (Business Administration) Health & Safety | 2 years | County Hall, Durham | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |
| ReaL – Business Durham | 1 x Apprentice (Customer Services) | 2 years | Salvus House, Durham | Customer Services Level 2 or 3 | Learning Curve |
| ReaL – Environmental Health & Consumer Protection | 1 x Higher Apprentice (Environmental Health & Consumer Protection) | 2 years | Meadowfield Annand House | Regulatory Compliance Level 4 | Credit Services Association |
| ReaL – Parks and Countryside | 1 x Apprentice (Assistant Ranger) | 2 years | County Hall, Durham | Environment Conservation Level 2 | Askham Bryan, York |
| ReaL – Culture & Sport | 1 x Apprentice (Technical Theatre) | 2 years | Gala Theatre, Durham | Technical Theatre, Lighting, Sound and Stage Level 3 | Gateshead College |
| ReaL – Transport and Contract Services (Traffic Management) | 4 x Apprentice (Civil Engineering Degree) | 4 to 6 years depending on entry level qualifications | County Hall, Durham | Civil Engineer Degree Level 6 | Teesside University |

| Service | Apprenticeship | Length of Apprenticeship | Location | Training | Training Provider |
|---|---|--|---------------------|--|---|
| ReaL – Planning and Assets (Planning Development) | 1 x Apprentice (Surveying Degree) Building Control | 5 years | County Hall, Durham | Chartered Surveyor Degree Level 6 | Northumbria University |
| ReaL – Planning and Assets (Planning Development) | 1 x Apprentice (Business Administration) | 2 years | County Hall, Durham | Business Administration Level 3 | Durham County Council Adult Learning and Skills Service |
| ReaL – Technical Services (Highways Services) | 4 x Apprentice (Civil Engineering Degree) | 4 to 6 years depending on entry level qualifications | County Hall, Durham | Civil Engineer Degree Level 6 | Teesside University |
| ReaL – Technical Services (Highways Services) | 1 x Apprentice (Civil Engineering) | 4 years | Meadowfield | Civil Engineering for Technicians commencing at Level 3 and progressing to Level 4 | New College Durham |
| ReaL – Technical Services (Highways Services) | 4 x Apprentice (Highways) | 2 years | Meadowfield | Construction Civil Engineering: Construction Operations Level 2 | Derwentside College |
| ReaL – Technical Services (Highways Services) | 8 x Apprentice (Gardener) | 2 years | Meadowfield | Horticulture Level 2 | East Durham College |
| ReaL – Direct Services (Building and Facilities Management) | 1 x Apprentice (Electrician) | 4 years | Meadowfield | Installation Electrician/Maintenance Electrician Level 3 | JTL |

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| ReaL – Direct Services (Building and Facilities Management) | 2 x Apprentice (Floorlayer) | 3 years | Meadowfield | Floorlaying Level 2 | Northumberland College |
| ReaL – Direct Services (Building and Facilities Management) | 2 x Apprentice (Heating Engineer) | 4 years | Meadowfield | Servicing and Maintaining Heating and Ventilation Systems commencing at Level 2 and progressing to Level 3 | Hartlepool College |
| ReaL – Direct Services (Building and Facilities Management) | 1 x Apprentice (Roofer) | 4 years | Meadowfield | Roofing Level 2 & 3 | Newcastle College |
| ReaL – Direct Services (Building and Facilities Management) | 1 x Apprentice (Joiner) | 3 years | Meadowfield | Construction Building: Wood Occupations Level 2 | New College Durham |
| ReaL – Direct Services (Building and Facilities Management) | 1 x Apprentice (Bricklayer) | 3 years | Meadowfield | Construction Building: Trowel Occupations Level 2 | New College Durham |
| ReaL – Direct Services (Building and Facilities Management) | 2 x Apprentice (Passenger Lift Engineer) | 4 years | Meadowfield | Lift and Escalator Electromechanic Level 3 | L.I.T.S |
| ReaL – Direct Services (Building and Facilities Management) | 1 x Apprentice (Painter & Decorator) | 3 years | Meadowfield | Construction Building: Decorative Finishing and Industrial Painting Level 2 and 3 | New College Durham |

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| ReaL – Direct Services (Building and Facilities Management) | 2 x Apprentice (Catering) | 2 years | County Hall | Hospitality: Food and Beverage Service Level 2 | Derwentside College |
| ReaL – Direct Services (Building and Facilities Management) | 1 x Apprentice (Business Development) | 3 years | Meadowfield | Business Improvement Techniques Level 3 & Improvement Practitioner Level 4 | Derwentside College |
| ReaL – Direct Services (Building and Facilities Management) | 3 x Apprentice (Building Technician – Mechanical & Engineering) | 3 years | Meadowfield | Building Services Engineering Technology and Project Management Technician Level 3 | Middlesbrough College |

What are the different levels of apprenticeship?

There are a range of apprenticeships at different levels including:

- Intermediate level apprenticeship (Level 2) – equivalent to five GCSE passes
- Advanced level apprenticeship (Level 3) – equivalent to two A level passes
- Higher apprenticeship (Level 4 and 5) – can lead to a higher national certificate (HNC) or a foundation degree
- Degree apprenticeship (Level 6 and 7) – can lead to the achievement of a full bachelor's or master's degree

How much will I earn?

This will depend on the type of apprenticeship you are doing.

If you are working towards a Level 2, 3 or 4 qualification during the term of your apprenticeship (excluding craft apprenticeships) you will be paid:

- £3.90 per hour for the first year of your apprenticeship
- If you are aged 19 years or over and have completed the first year of your apprenticeship you will then be paid:
 - 19 to 20 year old £6.15 per hour
 - 21 to 24 year old £7.70 per hour
 - 25+ years £8.21 per hour(Rates effective from 1 April 2019)

If you are working towards a Level 5, 6 or 7 qualification during the term of your apprenticeship you will be paid the rate outlined in advert.

If you are undertaking any of the following craft apprenticeship you will be paid the rate outlined in the job advert:

- Apprentice (Lift Engineer)
- Apprentice (Heating Engineer)
- Apprentice (Roofer)
- Apprentice (Bricklayer)
- Apprentice (Electrician)
- Apprentice (Joiner)
- Apprentice (Painter)
- Apprentice (Floorlayer)

You will be paid on the last working day of each month, with the money paid directly into your bank account.

Your apprenticeship training will be fully funded by the council.

What should I expect from an apprenticeship at the council?

- A workplace induction to help you understand your role and the council
- A structured work programme working alongside experienced employees
- Ability to study towards a recognised qualification
- Regular review meetings with your manager
- A workplace mentor
- Opportunities to undertake work based and off the job training
- Access to a range of training opportunities
- Support to help you apply for jobs
- To be part of an Apprenticeship Network where you will receive updates of what is happening across the council including any training or job opportunities available, build a network of support, be able to discuss support/information required and put forward ideas for improvements.
- Working in an environment that promotes an inclusive and diverse workforce.

What are the additional benefits of working for the council?

- Holiday entitlement
- Pension
- A range of flexible working options, some depending on job role
- Maternity, paternity, dependency and adoption leave
- Sickness pay

How do I apply?

If you are not already registered you will need to register with North East Recruitment Portal and apply online at <https://www.northeastjobs.org.uk/default.aspx?page=orghome&orgid=73> Click on the apprenticeship job category to see the opportunities available.

If you require any reasonable adjustments at the application or selection stage, please contact Peter Brockman, Senior Resources and Development Officer (Organisational Workforce Development Team) on Tel: 03000 268 547 or via email (peter.brockman@durham.gov.uk)

Key dates

| | |
|--------------|---|
| Applications | Online applications close on 9 June 2019 |
| Shortlisting | Takes place between 10 and 21 June 2019 |
| Interviews | Take place between 24 June and 5 July 2019 |

If you are shortlisted you will receive notification of the date and time of your interview via an e-mail from North East Recruitment Portal.

Additional Support

As a disability confident employer, we welcome applications from people with disabilities and as an inclusive employer we recognise the importance and benefits of having an inclusive and diverse workforce. To ensure we can offer the best possible support for applicants, we will pro-actively make reasonable adjustments within the recruitment and selection process for disabled people.

The range of reasonable adjustments that can be accommodated throughout the selection process include (but is not exhaustive):

- Alternative formats for job applications
- More detailed/pictorial instructions for interview
- Support from an appropriate person at the interview
- Additional time to complete applications (and or tests) where appropriate.
- Adjustments to interview venue/accommodation
- Adjustments to method of testing
- Adjustments to interview questions e.g. receiving questions in advance

Please contact Peter Brockman, Senior Resources and Development Officer, Organisational Workforce Development Team on Tel: 03000 268 547 or via email (peter.brockman@durham.gov.uk) to discuss any reasonable adjustments in more detail. This will ensure you get the appropriate support during the recruitment and selection process.

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In addition to reasonable adjustments, the council also provide a 'guaranteed interview scheme' which allows people with disabilities to be shortlisted where they demonstrate they can meet the essential criteria of the role.

What happens if I am unsuccessful?

If you have been unsuccessful with your application to a role at Durham County Council, we would like to support you as much as possible with reviewing your options. Therefore;

- If you are unemployed and between 18-24 live in County Durham and would like support with education or training, please e-mail: durhamworks@durham.gov.uk or telephone: 0300 026 2930 for further information, support, advice and guidance.
- If you are 19 years of age and older you can also access support, information, advice and guidance or access accredited qualifications on a formal or flexible basis through our Adult Learning and Skills Service (ALSS). For more information or to speak to one of our engagement team, please contact us by emailing alss@durham.gov.uk or telephone: 03000 266 115.

There are no restrictions, in terms of accessing this services, and we would treat each enquiry on an individual basis.

We look forward to hearing from you.

Overview of the service areas offering apprenticeships:

Adult & Health Services - County Durham Care & Support, in-house provider services across County Durham

Following a care assessment from a Social Worker / Care Coordinator, a care plan will identify the persons needs. CDC&S develops a person-centered care and support plan that will meet / deliver the identified needs. CDC&S is generally perceived a provider of high dependency Care and Support for people aged 16 upwards.

- Extra Care – Extra Care offers older people with eligible care and support needs an alternative to moving into a care home. Services are delivered based on a home care arrangement helping people to live independently as possible. People have their own flat in specially designed housing complex with 24-hour care and support on site. There are 7 locations throughout Durham.
- Shared Lives – The scheme is generally available to people with a learning disability who have been assessed as needing short breaks, long term placements or emergency support. Care takes place in the family home of a shared lives provider. Shared lives provide a safe and secure home that supports a person's rights and independence, whilst encouraging learning and development of skills. There are over 40 providers across the County.
- Pathways – A specialist service meeting complex care needs. The service provides a safe, stable and enjoyable environment that enables people to challenge perception and to flourish. There are 5 Pathways Hubs across the county, 3 hubs are based in leisure centres and 2 in purpose-built venues. All hubs have a bright, warm and welcoming atmosphere. Each hub has state of the art equipment and resources, including interactive Magic Carpets, regularly up-dated education programmes, sensory activities and a wide range of activities and events taking place regularly.
- Hawthorn House – Provides respite to people with a learning disability, in a specially designed building 24 hours per day, 7 days per week. People can come in for a day or a longer period, the service supports emergency places and works very closely with families to ensure stays are truly personal.
- Support and Recovery – S&R is a service that works with people who have a mental health issue to help them recover and lead the kind of life they want. The service works with people to find out what they want from support and what goals they want to achieve. When goals have been realised, S&R will help support people to move on from the service by reviewing their achievements and encouraging them to keep up with all the activities and coping strategies they have been doing to help them recover.

Children's and Young Peoples Service – Progression & Learning

The Progression Team supports young people to progress into sustained education, employment or training to enable them to achieve their full potential. Our service incorporates a number of distinct strands, as follows:

- Providing Information, Advice, Guidance and Support to young people who are NEET (Not in Education, Employment or Training) through qualified Progression Advisors and Progression Workers;
- Supporting young people in identified vulnerable groups, including young people who have Special Educational Needs and Disabilities, young people who are Looked After / Care Leavers, young people who are supervised by the Youth Offending Service, young parents, and young people who are Electively Home Educated;
- Collating and producing Participation in Learning Management Information;
- Delivering work related learning activities in schools on a traded service model to enable young people to develop a greater understanding of the world of work, as well as the skills and attributes that employers value.

Children's and Young Peoples Service – School & Governor Support Service

- School and Governor Supports Service provides an independent, high quality, professional clerking and administrative service to maintained schools, Academies and Multi-Academy Trusts.
- The Administration Teams support includes: photocopying, filing, scanning, postal duties and the production of agendas and other documentation in relation to Governing Body meetings and leadership appointments; maintenance of our Governing Body database is a key function of the role.

Resources – Financial Services

- Financial Services is responsible for providing a customer focussed strategic advice and support service to all service groupings across the council.

- Financial Services supports the co-ordination of service grouping input to medium term financial planning, budgeting and budgetary control processes, both revenue and capital. This is achieved through the provision of timely, accurate, reliable and relevant financial information and advice.
- The service supports the delivery of medium term financial planning initiatives, restructuring and a range of project work programmes, including statement of accounts.

Resources – Digital & Customer Services

- To work with Members, Service Groupings, Residents, Partners, Learners and other interested parties to develop or implement ICT solutions to help meet their objectives.
- To provide a secure, stable and robust environment which enables Durham County Council to utilise existing hardware and software applications as effectively and efficiently as is practical.
- To identify new ICT opportunities and provide technical expertise to enable Durham County Council to deliver services in a new way, whilst improving efficiency, reducing operational costs or increase income.

Resources – Occupational Health & Safety

Health & Safety

- Provide proportionate, cost effective and risk based solutions in order to prevent injury and ill health to those at work and those affected by the Councils work activities.
- Provide support and guidance to enable collective and individual legal obligations to be met in order to ensure health, safety and wellbeing of employees.

Occupational Health

- Independent advisory service that offers employees and managers advice and guidance on matters relating to the effects of health on work and work on health. Ensuring statutory obligations are met in relation to health screening, testing and other employment related matters.
- Aim is to contribute to a healthy workplace and workforce by working collaboratively with employers, employees and other relevant parties.

Regeneration and Local Services – Culture & Sport

Culture & Sport - Responsible for Localities; Improvement & Development; Growing & Learning; Wellbeing; and Place and Experience.

- The aim of the service is to contribute towards a healthier, wealthier and safer County Durham and make a positive contribution within communities by encouraging them to become more physically active (enjoying sport and leisure activities) and strengthening our cultural and tourism offer across the County by using the county's unique heritage, assets and collections to promote recreational and community activities.
- Culture, Sport and Tourism delivers a high volume of front line services to a diverse range of residents, workers and visitors to County Durham.
- Our mission as a Culture, Sport and Tourism service is to provide an offer which enhances the quality of life and wellbeing of the community and visitors to the County.

Regeneration and Local Services – Environment, Health & Consumer Protection

- The Council's Environment, Health and Consumer Protection (EHCP) service provides essential services to County Durham's residents, traders and visitors to protect their health, safety and environment including the air they breathe, the food they eat, the goods they buy, their safety in the workplace and their homes.
- They also offer advice and support for local businesses that are key to the local economy and promote a safe, fair and equitable environment by dealing effectively with crime, disorder and rogues who often take advantage of our most vulnerable people.

EHCP focus on the issues that are important locally and continue to build on existing good practice as well as identifying new areas of excellence and innovation so that we can deliver better regulatory outcomes to meet the needs and priorities of our local people and communities

Regeneration and Local Services (Real) – Transport and Contract Services (Traffic Management)

- Traffic Management have responsibility of the development and implementation of traffic management initiatives in the major town centres of the county.
- Implementation of parking controls including civil parking enforcement.
- Accident Investigation and Prevention work including maintaining the accident database.

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- Undertaking safety audits of all changes to the highway network.
- Maintenance and review of the county's traffic orders.
- Managing the provision of the parking controls, congestion charging and park and ride facilities within Durham City.
- Development and implementation of public transport infrastructure.
- Supporting major events such as Lumiere, Durham Miners Gala and major road work projects.
- Walking route assessments.
- Management and maintenance of the county's bus stations.

Regeneration and Local Services (ReaL) – Technical Services (Highway Services)

- Technical Services has responsibility for delivering the strategic highways, highway operations and design services functions.
- The county has a highway network of 3,773 km of carriageway. It is the council's largest and most valuable tangible asset, and is fundamental to all economic and social activity in the county.
- With a track record of innovating to achieve efficiencies and directing savings to front-line services, the service is rated as one of the most efficient highways authorities in the country.
- The council's highways service (including design, highway construction and maintenance, street lighting, structures and winter maintenance) is delivered by an in-house team of 300 employees.
- Recognised as one of the country's most efficient highways authority, highway services is making a real impact on its community, delivering innovative customer-oriented highway schemes which help to keep people safe and the county moving.

Regeneration and Local Services (ReaL) – Planning and Assets (Planning Development)

- The Planning Development Service provides services which are primarily statutory based, those of Building Control and Development Management.
- The service sits, alongside planning policy and the specialist services within the Planning Services Team, which itself is part of the wider Regeneration and Local Services (ReaL) Service Group.
- The service operates on a locality basis, with 3 area teams serving different geographical areas of the County. A Strategic Development Team is also provided to ensure specialist attention is given to key major projects around the County.

Regeneration and Local Services (ReaL) – Parks and Countryside (Clean & Green)

County Durham has some of the most beautiful countryside and coastal landscapes in Britain. It is home to a huge variety of plants and animals, and the area has a fascinating historical and geological heritage

- The Countryside team look after our country parks, nature reserves, picnic areas and railway paths and make sure our sites are safe and well-maintained by carrying out surfacing, drainage and vegetation management.
- The team work effortlessly to constantly develop sites to meet the needs of users and wildlife, look after the county's wildlife and biodiversity, work with volunteers and community groups and promote the countryside through events and guided walks and environmental education sessions
- A Guided walks programme is also available
- Creative walks – developing your photography skills, art and writing skills using the countryside as inspiration.
- Community conservation - taster sessions where everyone can take part in simple conservation tasks and make a difference to their local countryside.

Regeneration and Local Service (ReaL) – Direct Services (Building and Facilities Management)

- Building and Facilities Management has responsibility for a range of building services including construction delivery, building repairs and maintenance, statutory building compliance, building cleaning, catering and facilities management. In this way, Building and Facilities Management provide council employees with a clean, safe, compliant and fit for purpose working environment.
- The council has a property portfolio of buildings including public conveniences, leisure centre and office accommodation. Buildings are fundamental to the operation of council services.
- We offer first rate technical and professional expertise together with excellent local knowledge of each premises. The Building and Facilities Management teams provide advice and guidance and practical support.
- The council's building services (including building construction, property repairs and maintenance, building cleaning, catering, building compliance and facilities management) is delivered by an in-house team of 350 employees.
- An award winning construction and maintenance service making a real impact on communities by delivering customer focused innovative building service either direct or under contract.