

APPRENTICESHIPS



An apprenticeship is a training programme designed for people seeking progression within their chosen industry, an opportunity to gain a nationally recognised qualification and above all else the chance to build a career.

In-Comm has been working in partnership with local employers for over 30 years offering a wide range of development programmes delivered in a real working environment.

Individuals study a “framework” which has been designed by the sector skills council, in consultation with employers. The apprenticeship is designed to meet the needs of a diverse range of organisations from small to medium size enterprises through to

the largest organisation, both the public and private sector.

We have designed packages that offer employers flexibility in the delivery and makeup of our programmes through the addition of industry recognised courses. Each programme is uniquely designed around the company and the learner to maximise performance.

Framework

- NVQ (QCF)
- Technical Certificate
- Functional Skills
- ERR (Employees Rights & Responsibilities)
- Personal Learning & Thinking Skills

Optional Courses:

- IOSH Working Safely Certificate
- Power Press (PUWER) Regulations
- Abrasive Wheels
- Slings
- Manual Handling
- Forklift truck
- Telephone Techniques
- Customer Service
- Letter Writing
- Minute Taking
- Information Communication Technology

APPRENTICESHIPS

Courses Available

Engineering Apprenticeships

- Performing Engineering Operations
- Performing Manufacturing Operations
- Mechanical Manufacturing Engineering
- Engineering Maintenance & Installation
- Fabrication & Welding Principles
- Materials Processing & Finishing
- Engineering Technical Support
- Engineering Leadership

Quality

- Certificate in Business Improvement Techniques
- Diploma in Business Improvement Techniques

Environmental

- WAMITAB

Supervisory & Management

- ILM Certificate in Team Leading
- ILM Certificate in Management
- ILM Diploma in Management

Business, Administration & Law Administration

- Certificate in Business & Administration
- Diploma in Business & Administration
- Certificate in Customer Service
- Diploma in Customer Service
- Diploma in IT User Skills

Retail

- Certificate in Warehousing & Storage
- Diploma in Warehousing & Storage

CASE STUDY - B Mason & Sons Ltd

Why have you chosen the apprenticeship route?

We are an engineering Company requiring very specific skills and knowledge. It is extremely difficult to find these skills through recruitment so we prefer to grow our own talent.

Are you satisfied the learners develop a broad understanding and knowledge of their chosen career?

Yes, the apprentice joins B Mason from In-Comm with a broad understanding of all the basic engineering principles, which forms a solid foundation to build upon.

Would you recommend an apprenticeship programme to another employer?

Without doubt.

What benefits has the apprenticeship programme brought your company?

We currently have approximately ten apprentices in various disciplines and they are an integral part of our Company. They undertake a standard learning programme and undertake duties and projects that benefit the Company and facilitates their learning.

What are the progression routes within your company for apprentices?

We find the apprentices to be loyal and willing employees that will be our future Managers and craftspeople.

Would you recommend In-Comm to another employer?

Absolutely.



Helen Meeson,
Personnel Manager,
B Mason & Sons Ltd

HEALTH & SAFETY



Every responsible employer will want to provide its employees with a safe working environment and develop a positive health and safety culture within their organisation. The volume and complexity of today's legislation and regulations has, however, made this more difficult without specialist advice, support and training.

In-Comm have developed a wide range of support packages to enable employers to meet and maintain the required standard. These include the design and implementation

of health & safety monitoring systems, conducting assessments of your procedures and training employees who have a responsibility for health and safety.

Our services, which focus on your company requirements, can be provided onsite or at our Training and Development Academy in Walsall.

For your assurance our programmes are accredited by safety organisations such as NEBOSH, IOSH, CIEH and RTITB.



HEALTH & SAFETY Courses Available

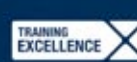


- Health & Safety Consultancy Contract
- NEBOSH Certificate
- Fork Lift Truck
Counterbalance / Reach / Pedestrian
- IOSH - Working Safely
- IOSH - Managing Safely
- Fire Marshalling
- First Aid At Work
- 17th Edition Electrical
- Part P Domestic Electrical
- Manual Handling
- Mobile Elevating Platforms
- Crane Driving & Slings
- Banksman
- Soldering
- Role of Health & Safety Committee
- Risk Assessment
- Apprenticeships
- Health & Safety Audit Course
- CIEH Health & Safety Levels 1, 2 & 3
- COSHH Regulations & Assessment
- PUWER (Abrasive Wheels) Regulations
- PUWER (Power Press) Regulations
- Safe Use of Ladders, Step Ladders & Platforms
- Fire Risk Assessment
- SPA Passport Scheme - Engineering Manufacturing
- ISPAL Swimming Pool & Spa Water Treatment Foundation & Certificate
- Stress Awareness
- Working in Confined Spaces
- Pedestrian Truck
- Hand Pallet Truck
- Pallet Truck
- NVQ Level 2/3 in Occupational Health & Safety QCF
- Bespoke Courses

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SKILLS ■ TRAINING ■ DEVELOPMENT



In-Comm is committed to Equality and Diversity



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INFORMATION TECHNOLOGY (ICT)



In a business world dominated by information technology and electronic communications it is essential that staff attain the necessary skills and abilities to use them effectively. Only by training your people will you be assured of maximising benefit from the significant investment which I.T. systems represent.

In-Comm has developed a range of training modules that will assist companies to meet their objectives. These modules can be customised to your exact needs and be delivered by our experienced staff either in your company or at our training academy based in Walsall.

Course:

- Intermediate & Advanced Information Technology Apprenticeship
- Information Technology (ITQ) NVQ level 2&3

INFORMATION TECHNOLOGY (ICT) Courses Available



Microsoft Word

This course is for those who have either Word 2000, Word 2003, Word 2007 or the latest offering of 2010.

- Basic IT
- Word - Basic
- Word - Intermediate



Microsoft Excel

Microsoft Excel. Have you wondered how to calculate reports with data and graphs.

- Excel Basic
- Excel Intermediate
- Excel Advanced



Microsoft Power Point

Microsoft Power Point. We offer Basic and Intermediate/Advanced Power Point courses.

- Power Point - Basic
- Power Point - Intermediate



Microsoft Access

Microsoft Access. Database basics and theory in relational database design and implementation.

- Access - Basic
- Access - Intermediate

NATIONAL VOCATIONAL QUALIFICATIONS (NVQ)

City &
Guilds

ilm
Institute of
Leadership &
Management

PAVQ-SET
the fluid approach to qualifications & standards

edi
Education Development
International

wamitab
Qualified to Work

EAL
EAL Level Leader



Over 90% of all employment categories are covered by an NVQ (QCF). An increasing number of employers are recognising the benefits to be gained by developing people skills at the level of competence required by these qualifications. Not only is workforce performance improved but the staff morale is also enhanced.

We believe that the individual candidate should be at the centre of the process

and design our delivery programmes to suit each person.

Using a framework of assessment in the workplace our staff will help and encourage your employees to reach the required competence levels.

In-Comm is registered and accredited to provide training and assessment, in an extensive range of subjects from Business Administration and Customer Service through to Engineering.

ims
ISO 9001
certified

INVESTORS
IN PEOPLE

Apprenticeships

matrix

TRAINING
EXCELLENCE

NATIONAL VOCATIONAL QUALIFICATIONS (NVQ) Courses Available

Engineering Sector

- Performing Engineering Operations
- Performing Manufacturing Operations
- Fabrication & Welding
- Mechanical Manufacturing Engineering
- Engineering installation & commissioning
- Technical Services
- Engineering Maintenance
- Engineering Production
- Specialised Plant & Machinery Operation
- Electrical & Electronic Engineering
- Engineering Design
- Engineering Systems Maintenance
- Metal Processing & Allied Operations
- Materials Processing & Finishing
- Engineering Leadership
- Engineering Toolmaking

- Combined Working Practices
- Engineering Maintenance & Installation

Business Sector

- Team Leading
- Management Level 3/5
- Management VRQ
- Business Administration
- Customer Service
- Information Advice & Guidance
- Information Technology (ICT)
- Occupational Health & Safety

Quality

- Business Improvement Techniques
- Warehousing & Storage

Environmental

- WAMITAB

Education & Training

- A1 & A2 Assessor Award
- V1 Internal Verifier Award

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QUALITY ASSURANCE



Quality standards such as ISO 9001: 2008, QS 9000 and ISO 14001 or Six Sigma and Business Improvement Techniques are internationally recognised indicators of quality and professionalism. Many major companies are making preferred supplier status conditional upon achieving one of these standards of excellence.

Whether designing Quality Systems, auditing their effectiveness or training staff to operate them, In-Comm has a team of experienced staff to assist in your quest for quality.

On an individual basis, our advisors will guide you through both the design and implementation of Quality Systems that will enable you to deliver the quality of service and product to your customers.

Lean is defined as "The relentless pursuit of improved performance" by focusing on the customer requirements and the elimination of waste within all areas of the organisations processes against QCD and the seven measures, Not Right First Time, Delivery Schedule Achievement, People Productivity, Stock Turns, O.E.E, Value Added Per Person and Floor Space Utilisation.

QUALITY ASSURANCE Courses Available

Lean

- Six Sigma

Business Improvements Techniques (B.I.T) covering :-

Workplace Organisation, Visual Factory / Management, Kaizen, Problem Solving and Process Flow

- Introduction to Kaizen (Continuous Improvements)
- Sensei Excellence Award in B.I.T
- S.M.E.D (Single Minute Exchange of Dies)
- S.P.C (Statistical Process Control)
- T.P.M (Total Production Maintenance)
- P.P.M (Planned Preventative Maintenance)

Q.M.S

Compliance & Operations

Writing and Implementation of:-

- ISO 9001-2008
- ISO TS16949
- ISO AS 9001

- ISO 14001
- Overview of ISO and Quality Systems
- Gap Analysis for ISO TS16949

Audits & Inspection

Internal Auditing of:-

- ISO 9001-2008
- ISO TS16949
- ISO AS 9001
- ISO 14001

Training & Documentation

- ISO 9001-2008
- ISO TS16949
- ISO AS 9001
- ISO 14001
- F.M.E.A
- P.P.A.P
- A.P.Q.P

Quality & Supplier Management

SKILL DEVELOPMENT



For over three decades In-Comm has developed a wide range of short training courses covering a variety of topics. From Health & Safety legislation through to courses which deal with the management of people and other business skills, the range is both extensive and cost effective.

Courses are conducted at our training centre, alternatively for clients who prefer it, the courses can be delivered

at the premises of your choice, to groups of employees.

At the client premises, courses can be held at times to fit in with the demands of your business - including evenings and weekends.

We adopt a flexible approach to our client requirements that includes a member of our staff visiting you to discuss your needs and then provide a solution.

SKILL DEVELOPMENT Courses Available

- PTTLS Award
- PTTLS Level 3 Award (1)
- Managing People Effectively
- Effective Presentation Skills
- Effective Meetings
- Negotiating Skills
- Managing Change Effectively
- Effective Recruitment & Selection
- Appraisal Interviewing
- Training The Trainer
- Problem Solving
- Customer Service
- Training & Presentation Skills
- Successful Telephone Techniques
- Understanding the Communication Process
- Team Building
- Develop yourself as a Team Leader
- Develop yourself as a Leader
- Bespoke Courses
- Social Media Courses

Education & Training

- A1 & A2 Assessor Award
- V1 Internal Verifier Award

MANAGEMENT/SUPERVISORY DEVELOPMENT



The effectiveness of managers, supervisors and team leaders has a direct effect upon the bottom line performance of any organisation. Investment in developing these key individuals will contribute significantly to the all-important competitive edge.

Working with ILM, In-Comm has developed a unique approach to promoting competence in managers and supervisors. The development

programmes are results orientated and firmly focused on the needs of the client's business.

We offer a range of internationally recognised qualifications for key staff, which can be undertaken individually or in groups either in your company or at our Training & Development centre based in the West Midlands.

Our staff who operate in this sector are all highly respected for their experience and presentational skills and are available to act as mentors to individual candidates.

MANAGEMENT/SUPERVISORY DEVELOPMENT Courses Available

Title	Course Type	Level
Level 2 VRQ Award in Team Leading The Award in Team Leading are designed for aspiring or new team leaders, helping them to develop the core skills needed to perform well in their new role.	VRQ	2
Level 2 VRQ Certificate in Team Leading The Certificate in Team Leading are designed for aspiring or new team leaders, helping them to develop the core skills needed to perform well in their new role.	VRQ	2
Level 3 VRQ Award in First Line Management ILM Level 3 Award in First Line Management have been designed to give practising or aspiring first line managers a solid foundation for their development as a manager.	VRQ	3
Level 3 VRQ Certificate in First Line Management ILM Level 3 Certificate in First Line Management have been designed to give practising or aspiring first line managers a solid foundation for their development as a manager.	VRQ	3
Level 2 NVQ Certificate in Team Leading The NVQ Certificate in Team Leading is aimed at practising team leaders looking to develop consistent, competent performance at this level.	NVQ	2
Level 3 NVQ Certificate in Management The Level 3 NVQ Certificate in Management aims to give participants an opportunity to develop their management performance, become more effective and to progress their career.	NVQ	3
Level 5 NVQ Diploma in Management The Level 5 NVQ Diploma in Management has been specially designed for senior managers with a high degree of autonomy for deploying resources and achieving strategic goals. It aims to give participants an opportunity to develop their professional management skills, knowledge and understanding.	NVQ	5
Level 5 VRQ Certificate in Leadership and Management The ILM Level 5 Certificate in Leadership and Management Skills has been designed to give practising or aspiring middle managers a solid foundation for their formal development in this role.	VRQ	5