

## **FAQs**

### **What will the qualification cost me?**

Nothing. It's a government-funded training scheme which is 100% free to the people who participate in it.

### **Will it take up much of my spare time?**

No. Because most of the training is on-the-job, you get assessed while carrying out your normal duties. However, there will be a small amount of extra work to do outside of your normal working hours. You may need to spend some more time with your trainer; you could arrange to come in before your shift starts or stay after your shift ends. You may want to ask your trainer questions via the on-line Genesis system.

### **Who is Protocol?**

Protocol is the company ROC is partnering with to deliver this training. Protocol Skills is one of the UK's largest independent providers of training and development solutions designed to equip employees with essential skills and qualifications to succeed in today's competitive workplace.

### **How will I know whether to choose an NVQ, Key Skills, or Retail Technical Certificate?**

Your line manager and Protocol mentor will help you choose which qualification to train for, depending on your existing skills and your future ambitions.

### **Can I train for more than one qualification?**

Yes. You can do the NVQ and Key Skills separately. Alternatively, you can do all three – the NVQ, Key Skills and Retail Technical Certificate – and gain a nationally respected Apprenticeship qualification by doing this. So you can start small and build up or you can just do one part – it's completely up to you!

### **What do I need to be able to take part in the training?**

#### ***ROC's criteria***

- 3 months service with ROC
- Completed workbook 1 and 2 and be signed off as SA 2.
- No disciplinary or performance management process pending.

#### ***Government Funding Criteria***

Anyone working more than 16 hours a week can do NVQ level 2 UNLESS they:

- have lived in the UK/EEA LESS than 3 years
- have "no recourse to public funds in their passport"
- are enrolled in another government funded training programme/scheme

### **What is work-based learning?**

Work-based learning is a great way to increase your skills and knowledge within the workplace all whilst getting paid! You can prove to your employer you have what it takes to perform your job role effectively, and as vocational qualifications are nationally-recognised your future employers will realise it too.

## **What are the benefits of work-based learning?**

There are loads of advantages in completing vocational training with Protocol Skills:

- You get to learn while you earn!
- You can put what you have learnt into practice straight away
- Increase your future career prospects
- All our qualifications are nationally-recognised so if you leave your current place of employment you take the qualification with you
- You can learn in a way that suits your lifestyle
- E-portfolio (electronic portfolio) means you don't have to complete a bulky paper based portfolio
- You don't get stuck with university debts
- You can learn from practical experience rather than in a classroom

## **How quickly can I expect to complete my qualification?**

Everybody *progresses* at a different rate so it really is down to the individual but the amount of work you are willing to put in and the level of qualification you are completing will have an effect on this. Most apprentices can expect to achieve their qualifications within 9 – 12 months. If you are working towards an NVQ only, you can expect to achieve your qualification within 4-6 months. However, if you use our ePortfolio you could complete in even less time!

## **Do I have to take exams at the end of the course?**

Some parts of the qualification may need to be completed by testing, either in one of our local training centres or within your workplace, but you will not be required to sit a final exam.

## **What if I change my mind? Is there a penalty for not completing?**

If you change your mind you are free to leave your training course at any time you wish and you will not be charged.

## **What time of year can I start?**

You can start your work-based training at any time of the year, although this is often at the discretion of your employer.

## **Will I have my own tutor?**

Yes you will. You will be allocated a Training Assessor as soon as you sign up to a qualification and they will help you choose your units and complete your Personal Learning Plan. Your Training Assessor will be there to offer you guidance and support through every step of your qualification.

## **Will I get a certificate when I finish?**

Yes. Once you have achieved your qualification your certificate will be sent out to you.

## **What is e-Portfolio?**

This is our bespoke e-portfolio which allows you to complete your learning programme online and upload evidence, such as voice recordings and photographs to support your progress.

## **What are Key Skills and Technical Certificates?**

Key skills are essential skills that are needed in order to carry out your job effectively and include number and communication skills plus a selection from: Information Technology, working with others, problem solving and improving your own learning and performance.

Technical certificates test your knowledge and understanding of the job role and industry you work in.