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## BUSINESS & CUSTOMER SERVICE APPRENTICESHIPS

## PRENTISIAETHAU BUSNES A GWASANAETH CWSMERRIAID



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## ABOUT US AMDANOM NI

Our mission is to engage with all young people, learners & employers across Wales to get them involved with quality training apprenticeship programmes.

We are hoping that by inspiring businesses, their workforce, the next generation & wider community to get involved with Apprenticeships, that we can help them succeed & achieve their goals!

**Ein cenhadaeth yw ymgysylltu â'r holl  
bobl ifanc, dysgwyr a chyflogwyr ledled Cymru i  
sicrhau eu bod yn ymwneud â rhaglenni  
hyfforddiant prentisiaeth o ansawdd.**

Rydym yn gobeithio, trwy ysbrydoli busnesau,  
eu gweithlu, y genhedaeth nesaf a'r gymuned  
ehangach i gymryd rhan mewn Prentisiaethau, y  
gallwn eu helpu i lwyddo a chyflawni eu nodau!



# THE APPRENTICESHIP JOURNEY

## TAITH Y PRENTIS

An apprenticeship is a way for young people and adult learners alike to earn while they learn in employment, while gaining a vocational qualification and a real future.

There are three levels of apprenticeships as certain jobs require different levels of qualifications.

Mae prentisiaeth yn ffordd i ddysgwyr sy'n bobl ifanc ac yn oedolion fel ei gilydd i ennill cyflog wrth ddysgu mewn cyflogaeth, wrth ennill cymhwyster galwedigaethol a dyfodol go iawn.

Mae yna dair lefel o brentisiaethau oherwydd bod rhai swyddi yn gofyn am wahanol lefelau o gymwysterau.



**LEVEL 2**  
**LEFEL 2**

**FOUNDATION  
APPRENTICESHIPS**  
**PRENTISIAETH  
SYLFAEN**

Equivalent to 5 GCSE's (A-C)  
Yn gywerth â 5 TGAU (A-C)

**LEVEL 3**  
**LEFEL 3**

**APPRENTICESHIP**  
**PRENTISIAETH**

Equivalent to 3 A Levels  
Yn gywerth â 3 Lefel A

**LEVEL 4+**  
**LEFEL 4+**

**HIGHER  
APPRENTICESHIP**  
**PRENTISIAETH  
UWCH**

Equivalent to a Foundation  
Degree  
Yn gywerth â Gradd Sylfaen

# HIRE AN APPRENTICE LLOGI PRENTIS

If you're an employer in Wales, get involved with Apprenticeships & you will create a more motivated, qualified and responsive workforce with the skills and experience you need to make your business successful today and in the future.

Os ydych chi'n gyflogwr yng Nghymru, cymerwch ran mewn Prentisiaethau a byddwch yn creu gweithlu mwy brwd frydig, cymwys ac ymatebol sy'n meddu ar y sgiliau a'r profiad sydd eu hangen arnoch i sicrhau bod eich busnes yn llwyddiannus heddiw ac yn y dyfodol.

## WHY HIRE AN APPRENTICE? PAM CYFLOGI PRENTIS?

- |   |  |
|---|--|
| <b>1</b> Reduce training costs                | <b>1</b> Lleihau costau hyfforddi          |
| <b>2</b> Fills the skills gap                 | <b>2</b> Llenwi'r bwlch sgiliau            |
| <b>3</b> Improve your services                | <b>3</b> Gwella eich gwasanaeth            |
| <b>4</b> Expand your business                 | <b>4</b> Ehangu eich busnes                |
| <b>5</b> Create a unique & talented workforce | <b>5</b> Creu gweithlu unigryw a thalentog |

### FINDING AN APPRENTICE...

The Apprenticeship Matching Service is a FREE online platform to advertise & promote your vacancy!

### FUNDING..

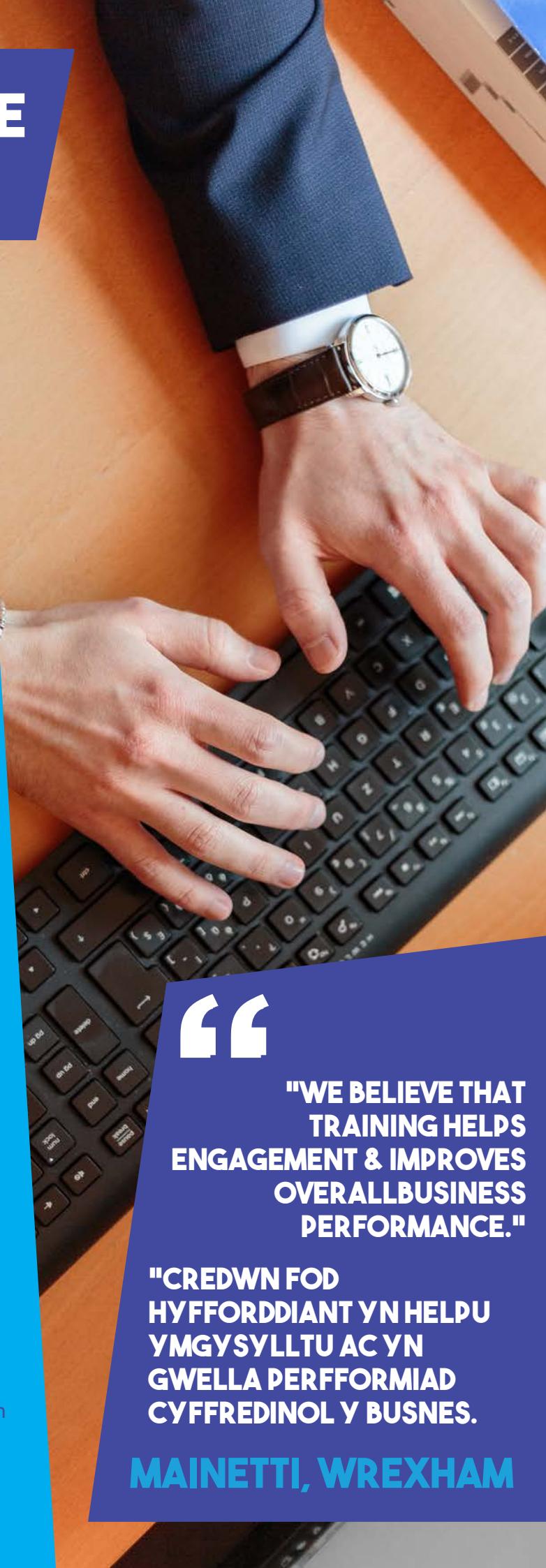
The Welsh Government funds most of the apprenticeship costs, with the support from the European Social Fund, leaving you to pay only for their wage.

### DOD O HYD I BRENTIS...

Mae'r Gwasanaeth Paru Prentisiaethau yn blaftrwm ar-lein am ddim i hysbysebu a hyrwyddo eich swydd wag!

### ARIANNU...

Mae Llywodraeth Cymru yn ariannu'r rhan fwyaf o gostau prentisiaethau, â chymorth Cronfa Gymdeithasol Ewrop, gan adael i chi dalu am eu cyflog yn unig.



“

"WE BELIEVE THAT  
TRAINING HELPS  
ENGAGEMENT & IMPROVES  
OVERALL BUSINESS  
PERFORMANCE."

"CREDWN FOD  
HYFFORDDIANT YN HELPU  
YMGYSYLLTU AC YN  
GWELLA PERFFORMIAD  
CYFFREDINOL Y BUSNES.

**MAINETTI, WREXHAM**

# BECOME AN APPRENTICE EWCH YN BRENTIS

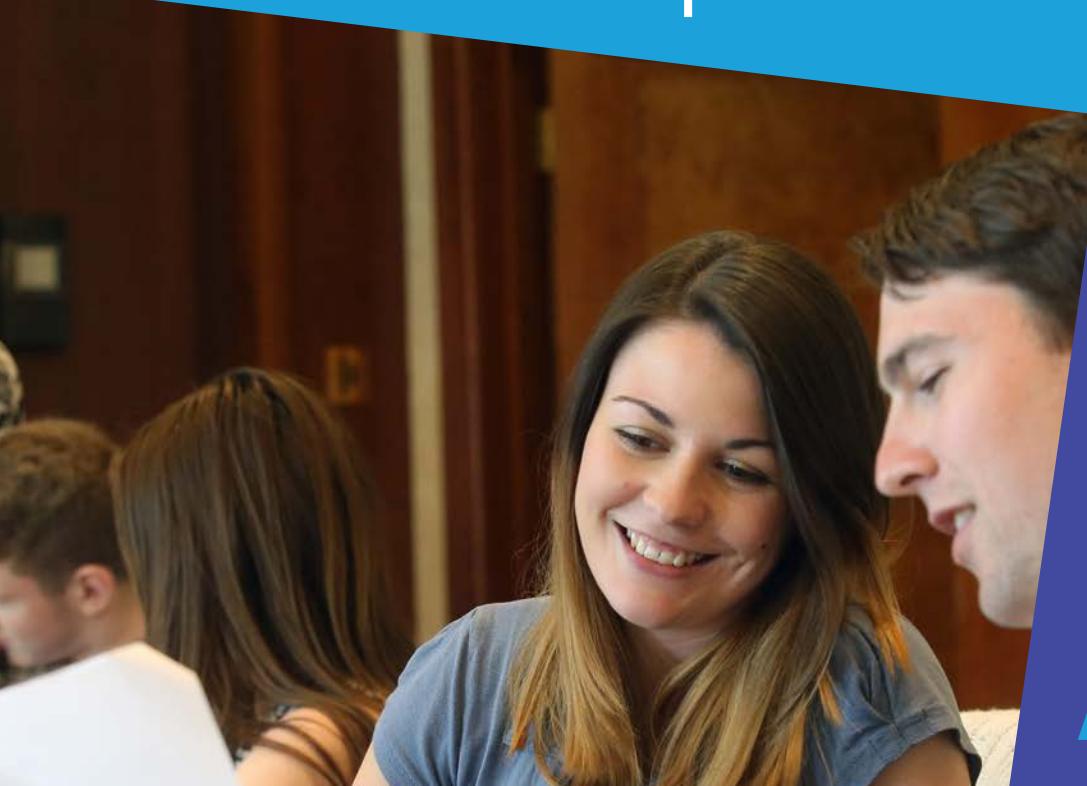
Become an apprentice and grab your opportunity to gain recognised qualifications and essential skills while you earn at work.

**Byddwch yn brentis a manteisiwch ar eich cyfle i ennill cymwysterau cydnabyddedig a sgiliau hanfodol wrth i chi ennill cyflog yn y gwaith.**

## WHY BECOME AN APPRENTICE? PAM BOD YN BRENTIS?

- 1** You earn while you learn
- 2** Gain skills, knowledge & experience
- 3** Gain recognised qualifications
- 4** Excellent progression opportunities

- 1** Rydych chi'n ennill cyflog wrth i chi ddysgu
- 2** Ennill sgiliau, gwybodaeth a phrofiad
- 3** Ennill cymwysterau cydnabyddedig
- 4** Cyfleoedd dilyniant ardderchog



“

**"THERE IS A LOT TO BE SAID FOR APPRENTICESHIPS."**

**"MAE LLAWER I'W DDWEUD O BLAID PRENTISIAETHAU."**

**THOMAS MARTIN,  
APPRENTICE CHEF**

# BUSINESS & ADMINISTRATION LEVEL 2

## BUSNES A GWEINYDDIAETH LEFEL 2

### WHO IS IT FOR?

This qualification is for learners who work in, or who want to work in Business Administration in job roles such as: Administrator, Business Support Officer, Office Junior, Receptionist.

### WHAT DOES THE QUALIFICATION COVER?

It gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above.

This includes the principles and practices underpinning the core tasks and responsibilities related to the job roles above as well as wider work-related knowledge such as organisational structure and environment, the use of research in business, equality and diversity and the legal context of business.

Also to develop and demonstrate a range of technical skills and behaviours, this includes communicating verbally and in writing, preparing business documents, organising and supporting meetings and events and managing information and diary systems.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 1 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

15 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn ar gyfer dysgwyr sy'n gweithio mewn, neu sydd eisai gweithio mewn Gweinyddiaeth Busnes, mewn rolau fel: Gweinyddydd, Swyddog Cymorth Busnes, Gweithiwr Swyddfa Ieuaf, Derbynydd.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'n rhoi cyfle i'r dysgwyr ddatblygu a dangos gwybodaeth dechnegol ac ehangach gysylltiedig â'r sector i fod yn sail i allu yn rolau'r swyddi a nodwyd uchod.

Mae hyn yn cynnwys yr egwyddorion a'r arferion sy'n sail i'r tasgau a'r cyfrifoldebau craidd cysylltiedig â'r swyddi uchod, yn ogystal â gwybodaeth ehangach cysylltiedig â gwaith fel strwythur trefniadol a'r amgylchedd, y defnydd o ymchwil mewn busnes, cydraddoldeb ac amrywiaeth a chyd-destun cyfreithiol busnes.

Yn ogystal, datblygu a dangos ystod o sgiliau ac ymddygiadau technegol. Mae hyn yn cynnwys cyfathrebu ar lafar ac ar bapur, paratoi dogfennau busnes, trefnu a chefnogi cyfarfodydd a digwyddiadau a rheoli gwybodaeth a systemau dyddiaduron.

### GOFYNION MYNEDIAD

Os oes prentis heb gyflawni Lefel 1 mewn Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanyst a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac yn y pen draw yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria cyflogwyr y sgiliau hyn fel rhai hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaoedd gwaith.

### HYD Y RHAGLEN

15 mis

# BUSINESS & ADMINISTRATION LEVEL 3

## BUSNES A GWEINYDDIAETH LEFEL 3

### WHO IS IT FOR?

This qualification is for learners who work in, or who want to work in the business administration roles such as: Personal Assistant, Office Executive, or Office Supervisor.

### WHAT DOES THE QUALIFICATION COVER?

The qualification gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes the knowledge covering the broader cross-organisation processes such as business innovation, financial management and marketing, as well as the principles and practices underpinning the tasks and responsibilities such as methods of communication and information management.

Also developing and managing administrative systems, processes and staff. For example, using a range of internal and external communication methods and the systems that support them, organising diaries, meetings and travel, managing resources and facilities, managing administrative processes and systems and supervising staff.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

15 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn ar gyfer dysgwyr sy'n gweithio mewn, neu eisai gweithio mewn rolau gweinyddiaeth busnes, fel: Cynorthwydd Personol, Swyddog Gweithredol mewn Swyddfa neu Oruchwylwr Swyddfa.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'r cymhwyster yn rhoi cyfle i ddysgwyr ddatblygu a dangos y wybodaeth dechnegol a chysylltiedig â'r sector ehangach i fod yn sail i allu yn y swyddi a nodwyd uchod. Mae hyn yn cynnwys y wybodaeth sy'n cwmpasu prosesau traws-sefydliadol ehangach fel arloesedd busnes, rheolaeth ariannol a marchnata, yn ogystal â'r egwyddorion a'r arferion sy'n sail i'r tasgau a'r cyfrifoldebau fel dulliau cyfathrebu a rheoli gwybodaeth.

Yn ogystal, datblygu a rheoli systemau gweinyddol, prosesau a staff. Er enghraift, defnyddio ystod o ddulliau cyfathrebu mewnol ac allanol a'r systemau sy'n eu cefnogi, trefnu dyddiaduron, cyfarfodydd a theithio, rheoli adnoddau a chyfleusterau, rheoli prosesau a systemau gweinyddol a goruchwyllo staff.

### GOFYNION MYNEDIAD

Os nad yw prentis wedi cyflawni Lefel 2 mewn Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanyst a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria cyflogwyr y sgiliau hyn fel rhai hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaoedd gwaith.

### HYD Y RHAGLEN

15 mis



# BUSINESS & ADMINISTRATION LEVEL 4

## BUSNES A GWEINYDDIAETH LEFEL 4

### WHO IS IT FOR?

This qualification is for learners who work in, or who want to work in Business Administration in roles such as: Office Manager, Business Development Manager, Executive Assistant, Project Manager

### WHAT DOES THE QUALIFICATION COVER?

It gives learners the opportunity to develop the specific types of knowledge to underpin learners competence as well as the wider sector-related knowledge related to the job roles above.

This includes the principles underpinning the resolution of administrative problems, the knowledge related to the management of an administrative function and the knowledge related to business communication models, systems and processes.

Also being able to identify administrative problems, being able to resolve administrative problems, being able to organise the work of an administrative function, being able to manage administrative workflows and being able to use both written and verbal communication in business.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

18 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn ar gyfer dysgwyr sy'n gweithio mewn, neu sydd eisai gweithio mewn Gweinyddiaeth Busnes, mewn rolau fel: Rheolwr Swyddfa, Rheolwr Datblygu Busnes, Cynorthwydd Gweithredol, Rheolwr Prosiect.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'n rhoi cyfle i ddysgwyr ddatblygu'r mathau penodol o wybodaeth i fod yn sail i allu'r dysgwyr, yn ogystal â gwybodaeth cysylltiedig â'r sector ehangach sy'n gysylltiedig â'r swyddi uchod.

Mae hyn yn cynnwys yr egwyddorion sy'n sail i ddatrys problemau gweinyddol, y wybodaeth sy'n gysylltiedig â rheoli swyddogaeth weinyddol a'r wybodaeth sy'n gysylltiedig â modelau, systemau a phrosesau cyfathrebu busnes.

Yn ogystal, mae'r gallu i adnabod problemau gweinyddol, gallu datrys problemau gweinyddol, gallu trefnu gwaith swyddogaeth weinyddol, gallu rheoli llifoedd gwaith gweinyddol a gallu defnyddio cyfathrebiadau ar lafar ac ar bapur mewn busnes.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanyst a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaoedd gwaith.

### HYD Y RHAGLEN

18 Mis

# PROVIDING FINANCIAL SERVICES LEVEL 2

## DARPARU GWASANAETHAU ARIANNOL LEFEL 2

### WHO IS IT FOR?

This qualification is aimed at people working in a wide range of sub-sectors of the financial services industry.

### WHAT DOES THE QUALIFICATION COVER?

This qualification is aimed at people working in a wide range of sub-sectors of the financial services industry.

This qualification recognises occupational competence for people working in roles within;

- Retail banking within banks, building societies and call centres.
- Administrative functions within investment operations, mortgage administration, and financing and credit operations.
- General insurance in routine administrative roles. Specific job roles include claims handling processors, underwriting administrators processing, and administrators within insurance intermediary organisations
- Life, pensions and investment in routine administrative roles
- Debt collection roles.

This qualification allows learners to develop skills that will be useful to them in their day-to-day job role, attests to their occupational competence, thus enhancing their employability, motivates by providing them with the opportunity to gain a nationally recognised level 2 qualification that demonstrates ongoing professional development.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 1 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

12 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn wedi'i anelu at bobl sy'n gweithio mewn ystod eang o is-sectorau o'r diwydiant gwasanaethau ariannol.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'r cymhwyster hwn wedi'i anelu at bobl sy'n gweithio mewn ystod eang o is-sectorau o'r diwydiant gwasanaethau ariannol.

Mae'r cymhwyster hwn yn cydnabod gallu galwedigaethol i bobl sy'n gweithio mewn rolau mewn;

- Bancio adwerthu mewn banciau, cymdeithasau adeiladu a chanolfannau galwadau.
- Swyddogaethau gweinyddol mewn gweithrediadau buddsoddi, gweinyddu morgeisi, a gweithrediadau ariannu a chredyd.
- Yswiriant cyffredinol mewn rolau gweinyddol arferol. Mae rolau penodol y swyddi'n cynnwys proseswyr trafod hawliadau, llofnodi prosesiadau'r gweinyddwyr a gweinyddwyr mewn sefydliadau yswiriant cyfryngol.
- Bywyd, pensiynau a buddsoddi mewn rolau gweinyddol arferol.
- Rolau casglu dyledion.

Mae'r cymhwyster hwn yn galluogi dysgwyr i ddatblygu sgiliau a fydd yn ddefnyddiol iddynt yn eu swyddi o ddydd i ddydd, sy'n cadarnhau eu gallu galwedigaethol, ac felly'n gwella'u cyflogadwyedd, yn eu cymhell trwy roi'r cyfle iddynt ennill cymhwyster lefel 2 a gydnabyddir yn genedlaethol sy'n dangos datblygiad proffesiynol parhaus.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 1 Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanyst a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaeodd gwaith.

### HYD Y RHAGLEN

12 Mis



TEAM

BUDGET

DEFINING  
PROJECT GOALS

HOW TO  
GET STARTED

DEFINING  
PROJECT GOALS

# TEAM LEADING LEVEL 2

## ARWAIN TÎM LEFEL 2

### WHO IS IT FOR?

This qualification is for learners who work in, or who want to work in the business and professional management sector.

### WHAT DOES THE QUALIFICATION COVER?

It gives learners the opportunity to develop and demonstrate competence as a Team Leader, Section Leader, Floor Leader, Trainee Supervisor, Call Centre Team Manager or Supervisor.

Also to develop and demonstrate the skills and knowledge to develop the core competencies of the roles above, including team leadership styles, team dynamics, problem solving, providing support, managing the work of teams and communication techniques.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 1 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

15 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn ar gyfer dysgwyr sy'n gweithio mewn, neu sydd eisai gweithio yn y sector busnes a rheolaeth broffesiynol.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'n rhoi cyfle i ddysgwyr ddatblygu a dangos gallu fel Arweinydd Tîm, Arweinydd Adran, Arweinydd Llawr, Goruchwyliwr dan Hyfforddiant, Rheolwr neu Oruchwyliwr Tîm y Ganolfan Alwadau.

Yn ogystal, datblygu a dangos y sgiliau a'r wybodaeth i ddatblygu galluoedd craidd y rolau uchod, gan gynnwys arddulliau arweinyddiaeth tîm, deinameg tîm, datrys problemau, darparu cymorth, rheoli gwaith timau a thechnegau cyfathrebu.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 1 Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanynt a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaoedd gwaith.

### HYD Y RHAGLEN

15 Mis

# MANAGEMENT LEVEL 3

## RHEOLAETH LEFEL 3

### WHO IS IT FOR?

This qualification is for learners who work in, or who want to work in management roles such as; Section Manager, First Line Manager, Assistant Manager, Trainee Manager, Senior Supervisor and Junior Non Commissioned Officer.

### WHAT DOES THE QUALIFICATION COVER?

It gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes principles of equality, diversity and inclusion, the principles of leadership and management and the principles of people management.

Also to develop and demonstrate a range of technical skills and behaviours that includes managing personal and professional development, supporting equality, diversity and inclusion in the workplace and managing team and individual's performance.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

15 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn ar gyfer dysgwyr sy'n gweithio mewn, neu sydd eisai gweithio mewn swyddi rheoli fel; Rheolwr Adran, Rheolwr Llinell Gyntaf, Rheolwr Cynorthwyol, Rheolwr Dan Hyfforddiant, Uwch Oruchwylwr, a Swyddog Heb Gomisiwn iau.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'n rhoi cyfle i ddysgwyr ddatblygu a dangos gwybodaeth dechnegol a chysylltiedig â'r sector ehangach i fod yn sail i allu yn y swyddi a nodwyd uchod. Mae hyn yn cynnwys egwyddorion cydraddoldeb, amrywiaeth a chynhwysiant, egwyddorion arweinyddiaeth a rheolaeth ac egwyddorion rheoli pobl.

Yn ogystal, datblygu a dangos ystod o sgiliau ac ymddygiadau technegol sy'n cynnwys rheoli datblygiad personol a phroffesiynol, cefnogi cydraddoldeb, amrywiaeth a chynhwysiant yn y gweithle a rheoli perfformiad tîm ac unigolion.

### GOFYNION MYNEDIAID

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanynt a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaoedd gwaith.

### HYD Y RHAGLEN

15 Mis

# MANAGEMENT LEVEL 4

## RHEOLAETH LEFEL 4

### WHO IS IT FOR?

This qualification is for learners who work in, or want to work in management roles such as; Manager, Quality Manager, Business Manager, Business Improvement Manager and Area Manager.

### WHAT DOES THE QUALIFICATION COVER?

It gives learners the opportunity to develop and demonstrate a range of technical skills and behaviours that support competence in the job roles stated above.

This includes skills in leading and managing staff, recruiting and selecting employees, developing and implementing operational plans, developing working relationships with stakeholders, and managing business risks.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

18 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn ar gyfer dysgwyr sy'n gweithio mewn, neu sydd eisai gweithio mewn swyddi rheoli fel; Rheolwr, Rheolwr Answedd, Rheolwr Busnes, Rheolwr Gwella Busnes a Rheolwr Ardal.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'n rhoi cyfle i ddysgwyr ddatblygu a dangos ystod o sgiliau technegol ac ymddygiadau sy'n cefnogi gallu yn y swyddi a nodwyd uchod.

Mae hyn yn cynnwys sgiliau mewn arwain a rheoli staff, recriwtio a dewis gweithwyr, datblygu a gweithredu cynlluniau gweithredol, datblygu perthnasodd gwaith gyda rhanddeiliaid a rheoli risgau i fusnes.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwyli'r iddynt astudio amdanynt a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaedd gwaith.

### HYD Y RHAGLEN

18 Mis

# MANAGEMENT LEVEL 5

## RHEOLAETH LEFEL 5

### WHO IS IT FOR?

This qualification is designed for learners' to develop core middle management skills and competencies. It also introduces learners to strategic management concepts, preparing those who aspire towards senior management roles.

### WHAT DOES THE QUALIFICATION COVER?

The qualification gives learners the opportunity to develop and demonstrate occupational competence to undertake and progress into middle management roles in a range of business settings, for example: senior manager, area manager, head of department, stakeholder manager, business development manager.

Also to develop and demonstrate current technical skills and sector related knowledge to underpin competence in the job roles stated above, this includes topics on: providing leadership and management, contributing towards strategic plans, designing business processes and managing strategic change and recognise existing management and leadership skills.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### HYD Y RHAGLEN

15 Mis

### I BWY MAE HWN?

Mae'r cymhwyster hwn wedi'i ddylunio i ddysgwyr ddatblygu sgiliau a galluoedd rheolaeth ganol greiddiol. Mae'n cyflwyno dysgwyr hefyd i gysyniadau rheolaeth strategol, gan baratoi'r rheiny sy'n dyheu tuag at rolau uwch reoli.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'r cymhwyster yn rhoi cyfle i ddysgwyr ddatblygu a dangos gallu galwedigaethol i ymgymryd, a symud ymlaen at rolau rheolaeth ganol mewn ystod o leoliadau busnes, er enghraifft: uwch reolwr, rheolwr ardal, penneth adran, rheolwr rhanddeiliaid, rheolwr datblygu busnes.

Yn ogystal, datblygu a dangos sgiliau technegol cyfredol a gwybodaeth gysylltiedig â'r sector i fod yn sail i allu yn y swyddi a nodwyd uchod, mae hyn yn cynnwys pynciau ar: ddarparu arweinyddiaeth a rheolaeth, cyfrannu tuag at gynlluniau strategol, cynllunio prosesau busnes a rheoli newid strategol a chyd nabod sgiliau rheolaeth ac arweinyddiaeth bresennol.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwylir iddynt astudio amdanyst a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfa oedd gwaith.

### HYD Y RHAGLEN

15 Mis

# RETAIL SKILLS LEVEL 2

## SGILIAU ADWERTHU LEFEL 2

### WHO IS IT FOR?

This qualification is tailored for those who are involved in the delivery of retail services.

### WHAT DOES THE QUALIFICATION COVER?

This qualification is tailored for those who work in the retail industry for example general sales assistants & product experts.

General tasks involve sales & product knowledge, processing payments; order/receive stock, merchandising, customer service, product expertise for example bakery, butchery, beauty products.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 1 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

15 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn wedi'i deilwra i bobl sy'n gyfrifol am gyflwyno gwasanaethau adwerthu

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'r cymhwyster hwn wedi'i deilwra i'r bobl sy'n gweithio yn y diwydiant adwerthu, er enghraifft, cynorthwywyr gwerthu cyffredinol ac arbenigwyr cynhyrchion.

Ymhllith y tasgau cyffredinol mae gwybodaeth am werthiant a chynnrych, prosesu taliadau; archebu/derbyn stoc, nwyddau, gwasanaeth cwsmeriaid, arbenigedd am gynhyrchion, er enghraifft nwyddau popty, cigydd, harddwch.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 1 Saesneg a Mathemateg eto, disgwyllir iddynt astudio amdanynt a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaedd gwaith.

### HYD Y RHAGLEN

15 Mis

# RETAIL SKILLS LEVEL 3

## SGILIAU ADWERTHU LEFEL 3

### WHO IS IT FOR?

This qualification is tailored for those who are responsible for the delivery of retail services and who may be in charge of their own department or team for example supervisor, first line manager, department manager, owner/manager.

### WHAT DOES THE QUALIFICATION COVER?

There are 3 categories for this level;

- Retail sales professional
- Retail Visual merchandising
- Retail Management.

General tasks will involve organizing staff, stock management, product expertise, sourcing, merchandising, management & leadership, finance & administration.

### ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### LENGTH OF PROGRAMME

15 Months

### I BWY MAE HWN?

Mae'r cymhwyster hwn wedi'i deilwra i bobl sy'n gyfrifol am gyflwyno gwasanaethau adwerthu ac a allai fod yng ngofal eu hadran neu dîm eu hunain, er enghraifft, goruchwyliwr, rheolwr llinell gyntaf, rheolwr adran, perchennog/rheolwr.

### BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae 3 categori ar gyfer y lefel hon;

- Gwerthwr proffesiynol mewn adwerthu
- Marsiandïaeth weledol mewn adwerthu
- Rheolaeth Adwerthu.

Bydd y tasgau cyffredinol yn golygu trefnu staff, rheoli stoc, arbenigedd mewn perthynas â'r cynhyrchion, cael nwyddau, marchnata trwy nwyddau, rheolaeth ac arweinyddiaeth, cyllid a gweinyddu.

### GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwyllir iddynt astudio amdanyst a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaeodd gwaith.

### HYD Y RHAGLEN

15 Mis

# CUSTOMER SERVICES LEVEL 2

## WHAT DOES THE QUALIFICATION COVER?

This qualification is tailored for staff who are responsible for delivering Customer Service and interact directly with the Customer, for example sales or retail staff, staff working on service desks and call centre staff.

General tasks involve greeting customers, presenting a positive impression of yourself and your organization. Deal with customers face to face or by telephone or process customer service information, deliver reliable customer service, handle problems and develop & improve customer service

## ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

## LENGTH OF PROGRAMME

14 Months

## BETH MAE'R CYMHWYSTER YN CWMPASU?

Mae'r cymhwyster hwn wedi'i deilwra ar gyfer staff sy'n gyfrifol am gyflwyno Gwasanaethau Cwsmeriaid ac am ryngweithio'n uniongyrchol gyda'r Cwsmer, er enghraift staff gwerthu neu adwerthu, staff sy'n gweithio ar ddesgau gwasanaeth a staff canolfannau galwadau.

Mae a wnelo'r tasgau cyffredinol â chyfarch cwsmeriaid, cyflwyno argraff gadarnhaol ohonoch eich hun a'ch sefydliad. Delio â chwsmeriaid wyneb yn wyneb neu dros y ffôn neu brosesu gwybodaeth am wasanaethau cwsmeriaid, cyflwyno gwasanaethau cwsmeriaid dibynadwy, trin a thrafod problemau a datblygu a gwella gwasanaethau cwsmeriaid.

## GOFYNION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwyli'r iddynt astudio amdanynt a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfa oedd gwaith.

## HYD Y RHAGLEN

14 Mis

# CUSTOMER SERVICES LEVEL 3

## WHO IS IT FOR?

This qualification is tailored for those who are responsible for the delivery of customer service, but also have to monitor and develop the quality of customer service given, and who may be in charge of their own department or team.

General tasks involve organising the promotion of products & services, organise the delivery of customer service, monitor and solve customer service problems, process customer service complaints, lead teams to improve customer service, gather, analyse & interpret customer feedback.

## WHAT DOES THE QUALIFICATION COVER?

At level 3, the observations in your portfolio will be supported by work products generated as part of your day to day work activities.

These may include items such as 'to do lists', or checklists produced to organise the work of other staff and copies of memos/letters from managers and customers.

## ENTRY REQUIREMENTS

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

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## LENGTH OF PROGRAMME

13 Months

## I BWY MAE HWN?

Mae'r cymhwyster hwn wedi'i deilwra i'r rhai sy'n gyfrifol am gyflwyno gwasanaethau cwsmeriaid ond mae'n rhaid iddynt hefyd fonitro a datblygu ansawdd y gwasanaeth cwsmeriaid a roddwyd, a phwy allai fod yng ngofal eu hadran neu dîm eu hunain.

Mae'r tasgau cyffredinol yn golygu trefnu'r gwaith o hyrwyddo cynhyrchion a gwasanaethau, trefnu'r gwaith o gyflwyno gwasanaethau cwsmeriaid, monitro a datrys problemau gwasanaethau cwsmeriaid, prosesu cwynion gwasanaethau cwsmeriaid, arwain timau i wella gwasanaethau cwsmeriaid, casglu, dadansoddi a dehongli adborth gan gwsmeriaid.

## BETH MAE'R CYMHWYSTER YN CWMPASU?

Ar lefel 3, bydd yr arsylwadau yn eich portffolio'n cael eu cefnogi gan gynhyrchion gwaith a grëwyd fel rhan o'ch gweithgareddau o ddydd i ddydd.

Gallai'r rhain gynnwys eitemau fel 'rhestrau pethau i'w gwneud' neu restrau gwirio a luniwyd i drefnu gwaith staff eraill a chopïau o femoranda/llythyrau gan reolwyr a chwsmeriaid.

## GOFYNIION MYNEDIAD

Os ydy prentis heb gyflawni Lefel 2 Saesneg a Mathemateg eto, disgwyllir iddynt astudio amdanynt a sefyll y profion trwy'n rhaglen Sgiliau Hanfodol, a fydd yn datblygu ac, yn y pen draw, yn dangos gallu'r prentisiaid i ddefnyddio'r Saesneg a Mathemateg.

Ystyria'r cyflogwyr bod y sgiliau hyn yn hanfodol, a thrwy ddal y cymhwyster hwn, mae prentisiaid yn dangos bod ganddynt y gallu i'w defnyddio mewn sefyllfaedd gwaith.

## HYD Y RHAGLEN

13 Mis

# CONTACT US

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If you're interested in getting involved with the Apprenticeship program, whether that's becoming or hiring an Apprentice, contact us today on...

**TELEPHONE: 01938555893**

**EMAIL: INFO@CAMBRIANTRAINING.COM**

Or visit our website for more info...

**CAMBRIANTRAINING.COM**

