

GUIDE TO APPRENTICESHIPS

Higgins PARTNERSHIPS


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HIGGINS OVERVIEW

For 60 years, Higgins has built a reputation as a trusted contractor and developer who delivers exemplar, award winning projects on time and on budget across London and the Southeast.

Working collaboratively and in partnership with clients, supply chain and design consultants, we deliver new build and refurbishment projects and creates mixed tenure sustainable developments that are inspiring, safe, and secure.

People are what makes Higgins Partnerships the success it is today, and our percentage of long-service employees reflects our commitment to our people. Success in the construction industry relies on qualities such as leadership and teamwork, assertiveness and flexibility, vision and versatility and commercial acumen.

We help build these qualities and have built a reputation for being one of the leading employers in the construction industry. Our Investors in People status is testament to this, and we are committed to ensuring the next generation of contractors has the skills to build a profitable future for the UK construction industry.

For more information about us please visit www.higginspartnerships.co.uk



WHERE WE WORK

We construct and develop throughout greater London and the South East.

We currently have 36 live projects ranging from £10 million to £150 million across Greater London and the South.

HEAD OFFICE

Higgins Group PLC
One Langston Road
Loughton
Essex
IG10 3SD



ABOUT APPRENTICESHIPS

Apprenticeships are now available for anyone over the age of 16 years old, there is no upper age limit. At Higgins the minimum age for a site-based apprentice is 18, for insurance and health and safety reasons.

There are a huge number if benefits to apprenticeships, the most well recognised being that you are able to earn as you learn.

- Gain a formal recognised, accredited qualification

- Apply the theory and study element in a practical way

- Learn from qualified experienced professionals on the job

- Block release or day release college or learning provider training formats

- After an apprenticeship the majority of people stay in employment

- A full time paid job, working a minimum of 30 hours per week

- The cost of training is fully funded by your employer


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AN INSIGHT INTO TRADE BASED APPRENTICESHIPS

CARPENTRY

A **Site Carpenter** will normally work on a building site, or in domestic and commercial premises, preparing and fixing building components, from the initial erection of a new building, through to the installation of all necessary fixtures and fittings, as well as a range of repair and maintenance activities.

Carpentry & Joinery Level 2 Apprenticeship (1 year - 18 months)

- How to use equipment safely and effectively

- Following instructions

- Selecting the right materials for a job

- Understanding technical drawings and specifications

Advanced Carpentry & Joinery Level 3 Apprenticeship (12 months)

- How to use equipment safely and effectively

- Leadership skills

- Working out the best way to do a job and giving clear instructions to colleagues

- Selecting the right materials for a job

- Understanding technical drawings and specifications

PLUMBING

Plumbing and Domestic Heating Technicians plan, select, install, service, commission and maintain all aspects of plumbing and heating systems.

Plumbing and domestic heating technicians can find themselves working inside or outside a property. Customer service skills and being tidy and respectful are important qualities as they can often find themselves working in customers' homes as well as on building sites.

Plumbing and domestic heating technician level 3 Apprenticeship (48 months)

- Installing water, drainage and heating systems

- Finding and fixing faults

- How to prepare accurate cost and time estimates

- Health and safety requirements

- Customer service techniques

ELECTRICAL

Electricians install, maintain and repair electrical systems in industrial, commercial and domestic environments. Electricians might work in both indoor and outdoor settings.

Electrical equipment and systems may include switchboards, motors, cables, fuses, thermal relays, fault current protection switches, heating, lighting, air conditioning and metering equipment as well as crime and fire alarm systems and renewable energy technologies. They are able to work on their own proficiently and work without immediate supervision.

Installation Electrician / Maintenance Electrician Level 3 Apprenticeship (42 – 48 months)

- Principles, practices and legislation applying to electrical systems

- Installation of wiring systems and electrotechnical equipment in buildings

- How to diagnose and correct electrical faults

- Planning and maintenance of electrical systems

- Health and safety, environmental and wiring regulations for electricians

PLANTING AND DECORATING

Painters and Decorators operate in domestic and commercial properties and undertake the decoration and protection of buildings. Properties include houses, schools, offices, hospitals factories and construction sites.

Working internally or externally they work individually and/or as part of a team applying water-borne and/or solvent-borne paint coatings and wallcoverings. They have good knowledge of paint coatings and wallcoverings and understand and comply with statutory, safety and environmental requirements.

They are responsible for their own work achieving a high quality finish at the appropriate pace. They are good problem solvers and communicators and are able to interact effectively with colleagues, clients and associated trades.

Painter and Decorator Level 2 Apprenticeship (36 months)

- The range of equipment, tools and materials

- Preparing the materials you need

- How to work at height

- Different working environments

- Preparation, application and removal methods

BRICKLAYING

Bricklayers lay bricks, blocks and other types of building components in mortar to construct and repair walls, foundations, partitions, arches and other structures eg chimney stacks.

They might also refurbish brickwork and masonry on restoration projects. The range of sites and projects that bricklayers will work on include large commercial developments, new builds in housing, alterations, extensions and restorations.

A bricklayer may work one-on-one or on larger jobs where their bricklaying group (gang) may work on a particular section of a building alongside other bricklaying gangs as well as other trades.

Bricklayer Level 2 Apprenticeship (30 months)

- Construction techniques, types of materials and selecting appropriate tools and equipment

- Cavity walling, building fireplaces and chimneys

- How to use levelling devices

- Health and safety hazards, regulations and legislation

- Customer service and communications skills

- Awareness and consideration of other related trades

AN INSIGHT INTO SITE & MANAGEMENT BASED APPRENTICESHIPS

BUSINESS ADMIN

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector.

The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

Business administrator Level 3 apprenticeship (18-24 months)

- Using IT systems to write emails, create proposals and produce spreadsheets
- Maintaining records and files
- How to build positive working relationships
- Communications skills
- Resource planning
- Project management techniques

CUSTOMER SERVICE (RESIDENT LIAISON OFFICER / RLO)

The role of a **Customer Service Practitioner** is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality.

These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Customer Service Specialist Level 3 Apprenticeship (15 months)

- Providing a positive customer experience

- Written and verbal communication skills

- How to handle complaints or pass them onto a manager

- Managing complex situations calmly and efficiently

- Understand the impact customer service has on an employer's reputation

Customer Service Practitioner Level 2 Apprenticeship (12-18 months)

- Customer service principles and practices - including customer experience and feedback, internal and external customers, needs and priorities, targets and goals and right first time

- Business principles and practices - including brand promise, core values, complaints process, internal policies and legislation and regulatory requirements

- Customer service skills - including building rapport and trust, conflict management and influencing and reinforcement techniques

- Communications - including interpersonal, tone of voice and verbal and non-verbal communications

- Presentation - including dressing appropriately and using positive and confident language

- Using customer service tools and resources - including those used to meet customer needs and measure, monitor and evaluate customer service levels

CONSTRUCTION SITE SUPERVISION

The occupation covered by this standard is Construction Site Supervisor and typical job titles can include: Assistant Site Manager, Assistant Supervisor or Construction Site Supervisor.

In the case of SME construction companies the roles are likely to include Site Manager or Site Supervisor. They are associated with the supervision of specialist contractors and workers on construction projects and are based on construction sites with occasional time in offices.

Construction Site Supervision Level 4 Apprenticeship (36 months)

- Different construction methods and materials

- Management principles and the project management lifecycle

- Risk assessment and the importance of behaviours in safety - critical environments

- About sustainability issues across economic, social and environmental aspects

- About cost control, project planning and quality of finish on a construction project

QUANTITY SURVEYING

The occupation covered by this standard is Construction Quantity Surveying Technician. Typical job titles can include: Assistant Quantity Surveyor, Assistant Construction Surveyor, Quantity Surveying Technician, Assistant Cost Engineer or Assistant Cost Analyst. Construction Quantity Surveying Technicians are associated with the monitoring and control of costs and contracts on construction projects and are based on sites or in offices.

Construction Quantity Surveying Technician Level 4 Apprenticeship (36 months)

- Budgeting for construction projects

- Controlling costs during a construction project

- Selection and management of specialist contractors

- Mitigation of disputes using accurate records

LIFE AS A HIGGINS APPRENTICE

Higgins offer apprenticeships from level 2 to level 7 within the business, for both direct entrants to the business, and to existing employees to support their ongoing development.

Our apprentices are given a high level of support including a dedicated mentor, supervisor or buddy throughout the duration of the apprenticeship. Depending on the type of apprenticeships you will either be working directly with Higgins or with our supply chain, subcontractor partners on our live projects.

AT WORK

- You will be based on one of our live construction sites

- You will be working closely with a qualified professional who will provide support and supervision

- You will be inducted into the business, and will receive a H&S induction

- Standard site working hours are between 7.30am – 5pm Monday to Friday

AT COLLEGE

- College is normally 1 day per week or on a block release basis, with college assessors visiting your place of work from time to time to observe

- All college training fees are paid

- Functional skills, math, English and ICT are also included

PAY & BENEFITS

- 21 days holiday + bank holidays

- Minimum salary of £300 per week, on a 39 hour week

- Your pay will be reviewed annually

- Higgins site based training

- Apprentices are entitled to apply for a 30% discounted oyster card, and a NUS card which provides discount in a number of shops and restaurants

- Basic toolkits are provided for apprentices

- Full Personal Protective Equipment (PPE) is provided

- Support with Construction Skills Certification Scheme (CSCS) card

MEET SOME OF OUR APPRENTICES

Jack, Electrical Apprentice
Barrow Hall

"Everyone on site has been really supportive and helpful and I have already learnt a lot about electricals which has given me a better understanding."

Jack found out about the Electrical Apprenticeship through TrAC and has started work at Barrow Hall Road.

He completed his BTEC in Sport at The Appleton School but had always been interested in construction, having worked with his Dad from a young age.





Keneza, Site Admin/Liaison Apprentice
Stonebridge

"I have learnt a lot and am picking up new things quickly. I am not treated any differently as an apprentice and feel very much like part of the team."

Keneza previously worked in the beauty industry and had never considered construction until she saw the job vacancy.

Since completing her apprenticeship, Keneza continues to enjoy learning about the construction process, supporting the site team and engaging with residents. In June 2022, Keneza completed her Level 2 Customer Service qualification which she passed with a Distinction, and we are very proud of her achievements.


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APPLYING FOR APPRENTICESHIP OPPORTUNITIES

We look for candidates who have a strong record of achievement, who can demonstrate motivation and commitment to become a Higgins apprentice.

WE TAKE INTO CONSIDERATION:

- Your level of attainment in Maths and English

- References from school or a former Employer

- Your enthusiasm and drivers for seeking a career in construction

- Reasonable travel distances to our sites

THE FOLLOWING ARE ADVANTAGEOUS:

- A full drivers licence

- CSCS card

- Prior site experience

- An introductory qualification in a construction based discipline

HOW TO APPLY

Check our website and social media:

Website: www.higgins-group.co.uk
Twitter: @HigginsPartner
LinkedIn: Higgins Partnerships

We post our apprenticeship opportunities on the National Apprenticeship Service website, and with our training provide and referral partners.

www.findapprenticeshipservices.gov.uk

WORK EXPERIENCE

We can offer up to 2 weeks unpaid work experience if you are a resident living locally to one of our construction sites.

We also support T-Level work placements for candidates aged over 18.

- You will need a valid CSCS card


Bid Management
Buyer / Procurement
Social Value / CSR
Commercial
Employment & Skills
Site Management
H&S
Document Control
Estimator

MYTH VS REALITY - WOMEN IN CONSTRUCTION



INVESTORS IN PEOPLE | Accredited Until 2020

citb

Apprenticeships
National Apprenticeship Service

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