

A guide to Level 2 Cultural Heritage & Venue Operations

What are the aims of the qualification?

The apprentice will gain real work experience of the day to day operations of a cultural venue. The apprentice will learn the processes and procedures to enable the smooth running of the venue and to provide customer service to the visitor. The qualification is a Level 2 National Award in Cultural and Heritage Venue Operations and a Certificate in Creative and Cultural Practice as the Technical Certificate.

What are the units of the qualification?

Mandatory Units

Unit 1 Deal Effectively with Customers

Unit 2 Make sure your own actions reduce risks to health and safety

Unit 3 Ensure the workplace is secure

Unit 4 Use IT and interpreting systems

Unit 5 Carry out housekeeping procedures

Unit 6 Support the organisation of events and exhibitions

Unit 7 Access, record and store information

Unit 8 Carry out basic financial transactions

What are the units of the 'Technical' qualification?

Mandatory Units

Unit 1 Understanding creative and cultural businesses

Unit 2 Understanding how to develop creative and cultural ideas

Unit 3 Understanding the creative and cultural industries

Unit 4 Working in the creative and cultural sectors

How does it work?

An apprenticeship is a worked based training programme which comprises of a suite of qualifications. Apprenticeships have been specially designed by industry for industry in order to address the employer needs. There are three main elements that make up the apprenticeship framework. Modules within this qualification can be selected to ensure that the Apprenticeship qualifications are relevant to the needs of the business.

How is the apprenticeship delivered?

The delivery of the Apprenticeship can be flexible to fit the needs of your business. Much of the training will be undertaken 'on the job' and the apprentice will be assessed within the workplace. The tuition element can be delivered at Plymouth College of Art or on the premises depending on requirements.

How long will it take?

Each candidate will be assessed on an individual basis and a completion date agreed with an action plan for the assessment process. The length of time from start to completion will vary for each individual depending on their work load and ability to evidence their portfolio of work. It is envisaged that these qualifications would be delivered on a rolling basis and will take between 15 to 24 months to complete.

What support is given?

The learner will have a review meeting every 12 weeks to monitor progress. If the learner is experiencing difficulties in completing the qualification, additional support can be provided. The employer will also be involved on the review process.

Are you eligible?

The programme falls into two funding categories 16 to 18 year olds and 19 to 24 year olds. The learner must not hold a higher qualification than the level they are studying for.

How much is it going to cost?

The employer is responsible for the apprentice salary. Wages must meet the National Minimum Wage of £95 per week. Funding is available to support the cost of training and this will come directly to the training provider.

What's the next step?

To speak to our employer engagement officer, please contact us on
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