



Training provided by

**IMPACT
FUTURES**

A Line Manager's Guide to

APPRENTICESHIPS



When you *grow*, we *grow*.



Welcome

to your manager's guide to apprenticeships

This Manager Guide has been designed to be your 'go to' guide for Apprenticeships at Home Instead. It includes information about the different elements of an apprenticeships, the courses that are available, and the different roles people have across the business to support. The guide also contains information about how Impact Futures can support you and your colleagues.

The benefits of Apprenticeships

- Role and sector relevant training
- Work-based and distance learning
- Improve skills and knowledge in your role
- Earn while you learn
- Learn at your own pace
- Embrace new challenges and change
- Identify a career pathway suited to you
- Enhanced development opportunities
- No cost to you as an individual

We bring learning to LIFE!

- Loyal**
- Innovative**
- Fun**
- Experts**

Impact Futures offer exciting opportunities for new and existing team members to develop essential knowledge, skills and behaviours across a range of Apprenticeship Standards. Our mission is to support our learners, clients and workforce to create a better future through delivery of quality training and apprenticeships by bringing learning to LIFE!

WHY CHOOSE IMPACT FUTURES

We're incredibly proud of what we do, which is evident in our satisfaction scores and our end-point assessment results.



WHAT ARE THE COMPONENTS OF AN APPRENTICESHIP?

Apprenticeships are **12 to 24 month** training programmes. They are made up of:

- Knowledge
- Skills
- Behaviours
- Functional skills
- Off-the-job training
- End-point assessment

More information on each of these components can be found within this guide. All of the above components **must be fully completed** in order to successfully achieve your apprenticeship.

WHO IS ELIGIBLE?

- Apprentices must be aged **16 to 65** (with 3 GCSEs or above) and have been a **UK, EEA, or EU** resident for at least the past **three years** to undertake a training programme.
- They must **not** be qualified above the **same level** as the Apprenticeship they are interested in. In addition, **they must** be able to **commit to the full length** of the programme (not in other education) and be able to meet the programme modules through their job role.
- If they **do not** have a **level 2** or equivalent in Maths and English, they will be required to work towards achieving these qualifications as part of their apprenticeship.
- They **must** be working in England for **50% of their working hours**. The minimum requirement for this is **30 hours**.
- If they work **fewer than 30 hours** then the time frame of their apprenticeship will increase accordingly. For example: 16 hours contracted per week = 22 months apprenticeship programme.

APPRENTICESHIPS AVAILABLE WITH IMPACT FUTURES

Level 2 Adult Care Worker	Level 3 Lead Adult Care Worker	Level 5 Leader in Adult Care
Level 3 Team Leader/Supervisor	Level 3 Business or Healthcare Administrator	Level 4 Learning and Skills Mentor
Level 5 Operations/Departmental Manager	Level 2 Customer Services Practitioner	Level 3 Customer Services Specialist

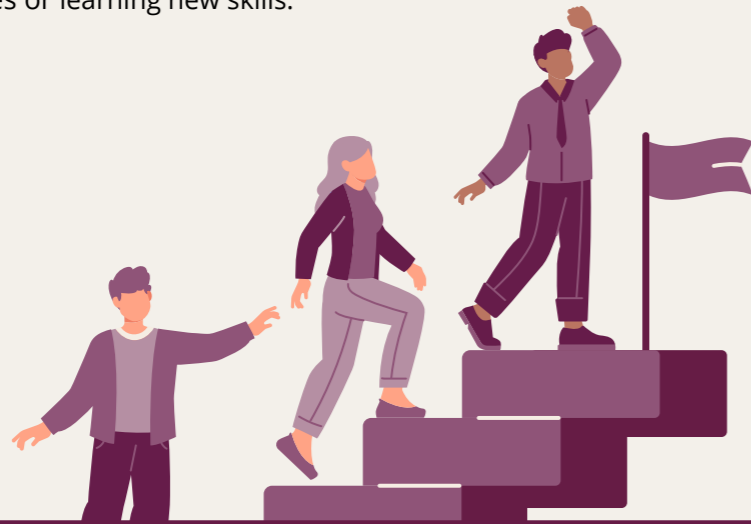
FUNCTIONAL SKILLS

We will ensure that your apprentice has the maths and English skills required to succeed in this apprenticeship. Exemptions apply where they already hold accredited qualifications. We will help them to identify their starting point through our initial assessment process and we will support them through our structured learner journey.



MANAGERS NEED TO PROVIDE

- A safe, productive working environment, for your apprentice to excel, maximise their potential and thrive.
- Constructive advice and feedback to your apprentice, as well as providing them with mentorship in customer service, retail and sales.
- A dedicated 20% of the apprentice's working hours to off-the-job training, which can be spent completing modules or learning new skills.



COMMITMENT

Commitment by all parties is key to the success of all our apprenticeship training programmes. We've set out each of our responsibilities below.



Your apprentice will:

Attend planned visits, arrive prepared and be on time

Maintain a good level of communication with their Development Coach throughout the programme

Complete and submit all work timely and to a good standard, dedicating self study time as required to achieve this

You will:

Attend your learner's visits with your Development Coach during working hours

Support the apprentice by providing time to study and learn

Be actively interested in the apprentice's development and attend regular review meetings with their Development Coach to support their progression

We will:

Assign your apprentice with an experienced Development Coach supported by a quality assurance team

Plan and deliver teaching and assessment sessions every four to six weeks, providing extra support as necessary

Assess and provide feedback on your apprentice's knowledge, skills and behaviours to prepare them for their end-point assessment

OFF-THE-JOB-TRAINING

A key element of all apprenticeships is committing 20% of working hours to off-the-job training. (This is based on working at least 30 hours per week). This equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours).

If the apprentice is working less than 30 hours per week, they are considered to be a part time apprentice and the programme must be extended. Then at least 20% of their part time normal working hours, over this extended duration, must be spent on off-the-job training.

We will work with you and your apprentice to plan your development activities outside of their normal day to day working environment which will help support them in achieving their apprenticeship.

OTJ training must:



Be completed during paid working hours



Not include maths or English activities



Be recorded on Aptem

Examples include:



Mentoring



Shadowing



Note writing



Teaching sessions



Formal handovers



Staff meetings



Research



Online resources



Attending events



Learning modules



Role play



Swapping department

24/7 ONLINE PORTFOLIO ACCESS

We ensure that your apprentice stays on track to complete their programme on time by managing progress through our state-of-the-art e-portfolio system, Aptem. They can also upload work and keep in touch with their development coach.



Keep on track with your programme



Upload work



Keep in touch with your development coach



Communicating Changes in Circumstances

As a line manager you have a responsibility to communicate any changes within your Apprentices circumstances that might impact their ability to complete the Apprenticeship.

You must contact the Home Instead Apprenticeship Team if your Apprentice(s):

- Ⓜ is changing job role within Home Instead
- Ⓜ is reducing / increasing their working hours
- Ⓜ is requesting a temporary break in learning due to exceptional personal circumstance
- Ⓜ is requesting a complete withdrawal from the qualification
- Ⓜ is leaving Home Instead

Equally, if you are no longer going to be the Apprentices line manager then you will need to let the relevant team know so they can inform us as the training provider. Where possible, provide contact details of the new line manager or interim manager.

As Learning & Development are a central support function we do not have 'eyes and ears' on our Apprentices at all times therefore we need you to communicate changes in circumstances in a timely manner

Safeguarding

Safeguarding is a term to denote measures to protect the health, well-being and human rights of individuals, which allow people especially children, young people and vulnerable adults to live free from abuse, harm and neglect. If at any time you feel unsafe, please report your concern to us.

Dedicated safeguarding phone:
07562 508 299

Dedicated safeguarding email:
safeguarding@impactfutures.co.uk

Monitored between 8am to 5pm, Monday to Friday.
If in doubt, call 999



Achieving Success

GATEWAY

- 🌱 To prepare for your apprentice's end-point assessment, all teaching and learning is delivered across the duration of the programme and supported through the completion of mock assessments.
- 🌱 Once they, you, their line manager, and we, your training provider, are confident that they are ready to complete their end-point assessment, we will initiate a process called Gateway.
- 🌱 During the Gateway process we will continue to help them to prepare for their final assessments. They will also be put in touch with their end-point assessment organisation who will allocate them an independent assessor to arrange a suitable date and time for them to take their final assessments.

END-POINT ASSESSMENT

- 🌱 At the end of the programme, your apprentice will be assessed by an independent organisation through an end-point assessment (EPA).
- 🌱 Each programme has an assessment plan which outlines all of the knowledge, skills and behaviours (KSB's) they will need to demonstrate in their final assessments.
- 🌱 Their Development Coach will provide training and support throughout the apprenticeship to prepare your apprentice for their end-point assessment.
- 🌱 Their knowledge, skills and behaviours are evaluated in a variety of ways, which can include an examination, observation of practice and professional discussion.

WHAT WILL THEY GAIN?



A nationally recognised qualification

Functional skills to the required level

Potential career progression into future roles



Application Process

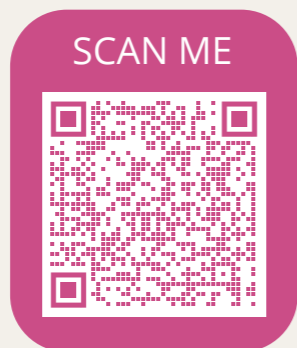


Identify employees within your teams who are interested in gaining a formal qualification to boost their careers. Use our Apprenticeships landing page to discover the range of qualifications available to Home Instead staff.



Use the programme overview booklets to ascertain the most appropriate apprenticeship for your employee(s). If you are unsure about course suitability, please contact your line manager who will be happy to assist.

Click or scan the QR code below and complete the application form:



By completing this application you are agreeing to support the apprentice to enrol, study and complete their apprenticeship. Application forms can be completed by individuals or can be completed by line managers on behalf of their employees. All level 4 and level 5 Apprenticeships across the Home Instead and Impact Futures portfolio, will require additional authorisation from your line manager before formal enrolment can begin.



Notes





Make an impact

For more information, contact

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 **Home Instead.**
To us, it's personal

